Jv Jive Interactive Intranet

9.x User Guide

Using Jive Community

Aurea

Unlimited Possibility

Notices

For details, see the following topics:

Notices

You are hereby placed on notice that the software, its related technology and services may be covered by one or more United States ("US") and non-US patents. A listing that associates patented and patent-pending products included in the software, software updates, their related technology and services with one or more patent numbers is available for you and the general public's access at https://markings.ip-dynamics.ai/esw/ (the "Patent Notice") without charge. The association of products-to-patent numbers at the Patent Notice may not be an exclusive listing of associations, and other unlisted patents or pending patents may also be associated with the products. Likewise, the patents or pending patents may also be associated with unlisted products. You agree to regularly review the products-to-patent number(s) association at the Patent Notice to check for updates.

Third-party acknowledgments

The following third-party trademarks may appear in one or more Jive guides:

- Amazon is a registered trademark of Amazon Technologies, Inc.
- Apache and Derby is a trademark of Apache Software Foundation.
- Chrome is a trademark of Google Inc.
- Eclipse is a registered trademark of the Eclipse Foundation, Inc.
- HP-UX is a registered trademark of Hewlett-Packard Development Company, L.P.
- IBM, AIX, DB2, and WebSphere are registered trademarks of International Business Machines Corporation.
- Intel and Pentium are registered trademarks of Intel Corporation in the U.S. and/or other countries.
- JBoss is a registered trademark, and CentOS is a trademark, of Red Hat, Inc. in the U.S. and other countries.
- Linux is a registered trademark of Linus Torvalds.
- Microsoft, Active Directory, Internet Explorer, SharePoint, SQL Server, Visual Studio, and Windows are registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.
- Mozilla and Firefox are registered trademarks of the Mozilla Foundation.
- Oracle and Java are registered trademarks of Oracle and/or its affiliates.
- Progress and OpenEdge are registered trademarks of Progress Software Corporation or one of its subsidiaries or affiliates in the U.S. and other countries.
- Red Hat and Red Hat Enterprise Linux are registered trademarks of Red Hat, Inc. in the U.S. and other countries.
- SAP and SAP NetWeaver are registered trademarks of SAP SE in Germany and in several other countries.
- SUSE is a registered trademark of SUSE, LLC.
- Ubuntu is a registered trademark of Canonical Limited in the United States and/or other countries.
- UNIX is a registered trademark of The Open Group in the United States and other countries.

All other marks contained herein are for informational purposes only and may be trademarks of their respective owners.

Table of Contents

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.

1

Overview

Supported languages

For a list of languages supported in the Jive user interface, see Supported languages on page 11.

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 Worx.

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 Worx 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 Worx 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 on page 63.
Jive Daily Hosted improvements	Jive Daily Hosted 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 Worx. For more information on how to use Jive Daily Hosted, see the Jive Daily Help.
Copy document	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 on page 104.
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 on page 201.
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 on page 17. For more information about creating News streams, see Customizing News page on page 161.

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. Jive Daily Hosted: • 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 Worx.
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 Jive Daily Hosted 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 Jive Daily Hosted 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

Using a Jive community

Here you can find information about navigating and using your community.

For details, see the following topics:

- Using community from mobile browsers
- Using News
- Creating custom streams
- Using Your View
- Finding people, places, and content
- Using social groups
- Using content
- Using projects and tasks
- Public and private communications
- Using Jive Apps
- Using external groups

Using community from mobile browsers

When accessing a Jive community from a mobile device, the mobile browser features simple navigation with large buttons that are better suited for touch screens. Note that options that are too complex or too large for narrow screens are not displayed.

To visit your community from a mobile browser, enter your community's URL into the browser of your mobile device and log in. Likewise, you can see the same narrow interface on the desktop version by making your desktop browser smaller.

The following options are available from a mobile browser:

Note: Some content and functionality only make sense in the wider desktop view, so you won't see some things cluttering up the smaller space. However, iPads always benefit from the full functionality of a wide-screen view.

Read and interact with your streams and Inbox	You can browse through and interact with your streams, and read and respond to your Inbox items.

Create most content types	Create different content from your mobile device, for example, ideas, blog posts, and documents.
Search and filter	Tap the magnifying glass, enter your search term, and then click the down-arrow to filter by content, people, or places, and the time period of the last modification.
Access and use places	Follow, join, or leave places from the mobile browser. You can also see a place activity, content, people, and any subspaces, projects, and custom pages the place may have. To sort the content in a place, click **Content** and then an icon: documents, discussions, blogs, or polls. If you're looking for the tiles on a group's activity page, be sure to scroll down to see them.

Known issues

- The mobile browser does not work on Blackberry devices.
- Older Android browsers struggle with content creation. You can resolve this by upgrading your Android operating system and using Chrome to browse your community.

Quick tour from a mobile browser

Here's a quick visual tour of navigating your community from the built-in browser on your mobile device (or a narrow desktop screen).

If you're totally new to Jive, refer to Getting started for a walk through the key tasks, such as posting a status update, connecting with colleagues, and joining a group. Otherwise, from your mobile device, enter the URL of your community into the built-in browser.

See what's new

When you first log in using a mobile browser, you see the latest posting from News, as you see to the right. To see your streams, tap the down-arrow. You can go to any of them by tapping one.

Check out your Inbox

If you see a blue alert next to the person icon, you have something unread in your Inbox. You could also go to Your Content and Your Places from here. You could also log out from the community if required.

Create content

You can create all kinds of content right from the mobile browser. You can publish it for specific people, in a place, or the entire community.

Find what you're looking for

You can search from your mobile browser by tapping the magnifying glass in the upper right corner. After you enter your search terms, click the down-arrow to filter by Content, People, or Places, and the time period of the last modification. Note that we decided that a narrow-screen search should be just about search, so you won't see Bookmarks or Recently Viewed Content taking up precious real estate here.

Using News

The News page gives you an account of what is going on in your community. It features a variety of streams and tiles designed to bring you the latest news and information.

Overview of News

The News page is the central place for you to see what's happening in the community. The News page features a variety of streams designed to direct you to content, people, and places that pertain directly to you. You can also see your Following stream, any custom streams you have created, and the All Activity streams, which show recent activity from all over the community that you have permission to see.

You can see these streams individually by clicking the link to a stream in the stream menu at the top of the page and scrolling down the page, or you can use the main News page to overview the latest items in each stream in a combined block view. Each block has a header that shows what stream the item came from.

Note: The News page responds to browser width by adjusting to fit all your streams so your main navigation menu may differ slightly from browser to browser or from screenshots in this Help. For example, you may see your News subscription streams listed individually or collapsed into a drop-down menu.

You can pin any of the streams listed on your News page to either the News or Home button in the main menu, depending on how your community manager has set up the main navigation menu in your community. Just click the pin icon from the desired stream's page, and when you click Home or News from anywhere in the application, you are taken to the page you pinned. For more information, see Pinning pages for quick access.

The News page also features a variety of tiles to help you find important people, places, and content quickly. The Trending Content and Trending People tiles are included by default but may be removed by your community manager.

Here's an overview of what you can see on the News page. For a quick visual tour of the News interface, see News page interface on page 18.

News (top-level view)	The News view aggregates and displays content posted in your News and Following streams. However, unlike your streams, the News page does not show content updates and comments in a stream view. Content that gets updated or interacted with is not moved to the top of the News view: this view shows *only new things*. Content is pulled in and displayed in the News view in the order in which your streams are displayed to the right of News in the stream menu. Duplicated content is removed if it's already being pulled in from a higher-order stream. The content you've read (by clicking through to it either from your desktop or a mobile version of Jive) stays in News for two days before going away. The content you haven't yet read stays for ten days. Because the News streams are designed just for you, you won't see the same content pulled into the News view that other users see.
News streams	These are the streams you see listed when you expand the menu under News. These streams are created and managed by your community manager or people with Manage News Streams permissions. Because these streams are designed just for you, you may not see the same News streams or the same content in them that others see. For more information, see Overview of News streams on page 19
All Activity: Top & Trending stream	This stream shows you the trending content in your community to get you a feel for what's happening right now.
All Activity: Most Recent stream	This stream shows you all community updates that you have permission to see as they are posted in real time. Scrolling through this stream can be useful for adding new people and content to your Following or custom streams.
Following	When you start following people, places, and content items, they are automatically added to this stream. Use this stream if you want to check in throughout the day but not create a lot of custom streams. This stream is included for you by default, and you can add to or delete content, people, and places from it.
Your custom streams	If you've created any custom streams, you can see those listed to the right of Following. Custom streams can be a great way to keep up with the content, people, and places that matter most to you in your community. For some examples of custom streams which you might want to create for yourself, see Examples of custom streams on page 22.

News page interface

Here you can find the visual overview of a News page.

1. Listed first are any streams your community manager has curated for you.
2. The All Activity stream is a great way to see what's happening right now.
3. Activity indicator dots appear next to streams that have a new activity in them since you last checked.
4. Also listed here are streams that you create yourself to focus on the things you want to see.
5. Banner images might be pictures, or they might link to helpful places.
6. Top & Trending shows you the activity getting a lot of attention right now.
7. See how many likes and comments have been given to something right from the card view.
8. Following shows you the content generated by people, places, and content you are following. You can add to or remove items from this stream.

Overview of News streams

News streams that are displayed on the News page are configured for you by your community manager and are designed to bring you the latest news from your organization, department, team, or product. Additionally, you can create your own custom streams to tailor the news.

Click **News** to find your News streams if they've been set up.

Because they are designed just for you, you may not see the same News streams or the same content in them that others see. For example, everyone in your community may see the CEO's Blog stream that shows the latest blog posts from your organization's CEO. However, only people in the Marketing department may have a stream called Marketing News that shows activity from the Marketing space.

Also, you might have a News stream based on your role in the community. For example, let's say everyone has a stream called What’s New, but what is displayed there differs depending on the user's role. Or customers might see content pulled from the Special Promotions blog in their What's New stream, but vendors might see content pulled from the New Solutions group.

For more information about streams and how they work, see Overview of streams on page 20.

Creating custom streams

You can create your own custom streams to help you keep up with the content, people, and places that matter most to you in your community.

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

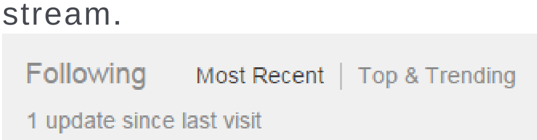
Here are some ways you can track new activity in your streams:

Activity indicators

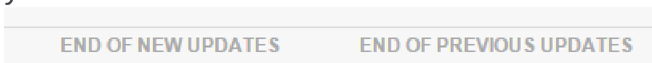
When there is new activity in your streams, such as likes, comments, edits, or new content, you can see an indicator dot next to the stream name on your News page. If you hover over the indicator, you can see the count of new activity for that stream since you last viewed it.

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 on page 22.
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 on page 17 and Overview of News streams on page 19.

Notifications about streams

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

Custom streams interface

Here you can find the News page details.

Creating custom streams

You can create your own customized streams if available in your community.

To create a custom stream:

1. On the News or Home page, click  to the right of the streams.

   You can see a two-column layout with suggested stream content on the right.
2. In **Stream name**, enter a name for this stream, for example, Water Cooler, New Products, or Team Activity.
3. Drag and drop items from the **Suggested People**, **Places**, and **Tags** in the right column to the left column, or use the Search box to find specific items you want to follow in this stream. For more information about how to find and follow useful things, see Tips for finding things to follow on page 25 or Following tags on page 48.
4. If you want to receive a notification every time there is a new item in this stream, select **Mobile** or **Email** (or both) under **Updates** at the top of the page.

   - The option to change your email notifications preferences may be unavailable in your community. For more information, see Choosing between email and stream notifications on page 29.
   - We strongly recommend leaving **Email** cleared, which is the default; otherwise, your email notifications could get overwhelming pretty quickly.
   - Mobile notifications go to the Jive Daily Hosted app if you have it installed on your Android or iOS device. If you don't have one of these apps, mobile notifications don't have any effect.
5. To save this new stream, click **Done**.

You can add to, edit, or delete this stream any time you want. For more information, see Updating custom streams on page 26 and Editing custom streams on page 27.

Examples of custom streams

Here are some examples of custom streams you might create, depending on your role in the organization or how you want to check in on community activity throughout the day.

Strategies for creating streams

You should consider creating and organizing your custom streams based on the following strategies. You can try using a combination of these to develop the best approach for your unique needs.

My stream	Create a stream where you follow yourself. This can help you get to your most-used items quickly.

Priority streams	You can create streams for immediate, soon, and later items. You could check Immediate often and Soon occasionally. In Immediate, follow your high-priority people, places, and content items. In Soon, follow your less urgent people, places, and content items. This kind of organization can be good if you like to read some things later, but don't want to miss your high-priority things as they are posted.
Content streams	You can create an Blog stream where you follow the blogs of the CEO, CTO, and VP of your department. For more information, see Creating custom blog stream on page 99.
Can't miss	This stream can be convenient if you're in and out of the community a lot, and especially if you're out of the office for a few days. Add to this stream only critical items that you can't miss. Then, make sure to select **Email** or **Mobile** from **Updates** so that you receive notifications when activity happens in this stream. **Note:** The option to change your email notifications preferences may be unavailable in your community.
Team and Product streams	To these streams you can add the people you work with, the content you all are working on, and the places where your team most frequently posts. Or, create one good Team and Product stream to check throughout the day for updates from your team and the product you're working on.
Following stream	When you start following people, places, and content items, they are automatically added to this stream. You can use this stream if you want to check in throughout the day but not create a lot of custom streams. This stream is included for you by default, and you can add to or delete content, people, and places from it.
Tag streams	When you follow tags, you follow updates of the content which is marked with this tag. You can create an entire stream for one tag, or add tags to optimize your existing streams. If you're a QA Engineer, you might add the **#test** tag to your stream that already follows the QA Group.

Examples for creating custom streams

Here are more specific streams that you might create, depending on your role in the organization.

If you work in the Engineering department, you can create the following new streams:

- Email Watches: Follow critical items here and select **Email** or **Mobile** from **Updates** so that you receive notifications when activity happens in this stream. Use this stream wisely so that you don't create an email nightmare for yourself.

  Note: The option to change your email notifications preferences may be greyed-out and unavailable in your community.

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

- Product A: Follow everything related to one of the products you're working on.
- Product B: Follow everything related to another product you're working on.
- Team: Follow everyone on your team so that you stay current with their activities.
- Research: Follow things related to your next big product idea.
- Awesome Blogs: Follow blogs that you like.
- Water Cooler: Follow fun people, content items that are amusing, and community places where people organize social events.

If you work in the Accounting department, you can create these streams:

- Customer Account A: Follow everything related to one of the customer accounts you're working on.
- Customer Account B: Follow everything related to another customer account you're working on.
- Team: Follow everyone on your team so that you stay current with their activities.
- Sarbanes-Oxley: Follow people, places, and content items in your community related to Sarbanes-Oxley, so that you don't miss important new regulations or processes.
- Latest Wins: Follow the place where your latest wins are reported. You might also follow the VP of Sales and the blogs of Sales team members here.
- Email Watches: Follow critical items here and select **Email** or **Mobile** from **Updates** so that you receive notifications when activity happens in this stream. Use this stream wisely so that you don't create an email nightmare for yourself.

  Note: The option to change your email notifications preferences may be greyed-out and unavailable in your community.

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

If you work in the Sales department, you can create these streams:

- My Region: Follow everyone working in your region, plus all of the places you and they post most often.
- Marketing for Product A: Follow the people, places, and content related to the marketing of Product A.
- Customer Account B: Follow the people, places, and content related to the marketing of Product B.
- Exec Blogs: Follow the blogs of the CEO, CMO, SVP of Sales, and other leaders who matter most to you.
- Can't Miss: Follow critical items here and then make sure to select **Email** or **Mobile** from **Updates** so that you receive notifications when activity happens in this stream.

  Note: The option to change your email notifications preferences may be greyed-out and unavailable in your community.

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

- Comic Relief: Follow entertaining people and places where people post funny stories and videos.

Tips for finding things to follow

Here are some tips for finding useful activity to follow in your community.

- Browse the content, people, or places that your co-worker or someone with similar interests follows by clicking **Places** or **People** on their profile page. This way you can quickly find things and people you should also follow.

  It can also be helpful to look at their bookmarks. For more information about bookmarks, see Using bookmarks on page 49.

- Read the All Activity: Top & Trending stream on the News page to see what other people are excited about.
- Browse for items using the **People** browse in the main navigation menu or **Your Content** or **Your Places** in your user profile menu in the upper right.

  Once you're browsing, type keywords into the filter box to narrow your results. For more information about filtering, see Browse and filter content, people, and places on page 44.

- Use Search to find things that interest you. To learn how search works, see Using Spotlight search on page 40.
- Try following a tag. Note that this can be tricky because people from all over the community assign tags, so you may not know how other people are tagging content, places, and people. For more information, see Following tags on page 48.

Following people, places, and content

There are several ways to start following a piece of content, a person, or a place in the community. Here you can find how to start and stop following items.

Starting following people, places, or pieces of content

To start following people, places, or pieces of content:

- Use people hover cards. From any stream you're reading, hover your mouse over a person's name or avatar, or the name of a place, and click **Follow**. You can then select the stream in which you want to follow the person or place.
- Use the Browse menus. Click **People** from the main navigation menu (may also be nested under the Browse button), or click **Your Content** or **Your Places** from the menu under your avatar, then browse for things to follow. You can also check the **Recommended** tab to see recommendations based on your individual activity and connections in the community. When you see an item you want to follow, click on its gear icon, and then **Follow**. Then select the stream in which you want to follow the content item, person, or place.
- Use the Search feature. Search for keywords of things that might interest you. When you find something you want to follow, click on the item. From there, click **Actions** > **Follow** . Then select the stream in which you want to follow the content item, person, or place.

Stopping following people, places, or pieces of content

To stop following something, do one of the following:

- Go to the item, then click **Actions** and clear the **Following** check box. You can also clear check boxes for the streams from which you want to stop following the person, place, or content item. You will no longer see updates for that person, place, or content item in those streams. Those updates can still appear in the Most Recent stream, however, because that stream shows all public activity in the community.
- Go to the stream and click the edit icon above the stream. From here, click  next to the items in the left column that you want to remove from your stream.

Updating custom streams

Quickly add content, people, and places to any of your custom streams and your Following stream using any of these methods.

Tip: If you are already following something in a stream, you can see the notation **Following in**. If you're not following it, it shows **Follow**.

Starting following people, places, or pieces of content

To start following people, places, or pieces of content:

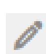
- Use people hover cards. From any stream you're reading, hover your mouse over a person's name or avatar, or the name of a place, and click **Follow**. You can then select the stream in which you want to follow the person or place.
- Use the Browse menus. Click **People** from the main navigation menu (may also be nested under the Browse button), or click **Your Content** or **Your Places** from the menu under your avatar, then browse for things to follow. You can also check the **Recommended** tab to see recommendations based on your individual activity and connections in the community. When you see an item you want to follow, click on its gear icon, and then **Follow**. Then select the stream in which you want to follow the content item, person, or place.
- Use the Search feature. Search for keywords of things that might interest you. When you find something you want to follow, click on the item. From there, click **Actions** > **Follow** . Then select the stream in which you want to follow the content item, person, or place.

Editing custom streams

As your projects and interests change over time, so should your custom streams. Edit them to match what you need from the community at any given time. You can also delete a custom stream.

Your streams should change over time as you add and remove people, places, and content from them, depending on what you're working on and how your team, products, and tasks change over time. From any of your streams, you can hover over a place name or person's name and select **Following** > **Stop Following** or select the streams you want to follow it in. For content items, click the name of the item, and then select **Actions** > **Follow** and select or unselect the streams you'll see it in.

To edit a stream:

1. Select the stream and click .
2. Drag and drop items into the stream to follow them.
3. Click  to remove items from the stream.
4. When you're finished, click **Done**.

To delete a stream:

- Select the stream, then click and confirm deletion.

Items that appear in streams

You can review your stream content and understand why you are seeing something in a stream with these checks.

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.

If you are seeing something in your stream that you don't think you are following, you should check if you follow:

- The person who posted the item?
- The place where the item was posted?
- This content item?

If you discover that you are following the person, place, or content item in your Following stream or any of your custom streams, but you don't want to, go to or hover over the person, place, or content and click **Stop Following**.

Your News streams (those listed when you click News) were created by other people, so you have to ask them about any unexpected content you see in your News streams.

A common question is why you're getting email notifications on activity you're not interested in. Note that each of your custom streams (those listed to the right of Following) has a configuration setting to enable or disable email notifications. For more information, see Choosing between email and stream notifications on page 29.

Choosing between email and stream notifications

You can receive notifications in Inbox and on email. Here you can find details about choosing when and how you want to be notified about new activity in your streams and when you don't.

Stream and Inbox notifications

You can keep track of activity in your community without ever leaving the community page through notifications in your Inbox and through streams.

Inbox notifications	When you collaborate on content in your community, you're automatically notified in your Inbox when updates are made to that content.
Stream notifications	If there is content that you want to watch but have not directly collaborated on, you can follow it in a stream. 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 or Home page. If you hover over the indicator, you can see a count of new activity for that stream since you last viewed it.

Tip: Relying on these notifications can save you time and cut down on your emails.

Email notifications

If you want to receive email notifications, do so prudently. You may find that you rapidly accumulate hundreds of email messages in a busy community, since you may get an email every time that stream is updated.

To receive emails in addition to Inbox and stream notifications,

1. Go to **your avatar** > **Preferences** .
2. Select **Yes** for **Receive email or mobile notifications when there is activity in the community?**.
3. Select **Email** next to your Inbox or streams.

Note: The option to change your email notification preferences may be unavailable in your community.

Examples of email notification strategies

Here are some email notification strategies:

Note: The options to change your email and Inbox notification preferences may be unavailable in your community.

- Not receive any email notifications: You won't receive notifications on email. All update notifications you will receive in the community.
  - On your **Preferences** page, select **No** in **Receive email or mobile notifications when there is activity in the community?**.
- Receive emails for the News Digest only. You can change the frequency that you receive this digest from the drop-down list. For more information, see News Digest on page 244.
  - On your **Preferences** page, select **Yes** in **Receive notifications?**, and select **Email** for **News Digest**.
- Create an Email Watches stream and follow only critical items. This stream can be helpful when you're away from the community for a few days or if you want to watch something that you haven't directly collaborated on. For more information, see Creating custom streams on page 22.
  - On your **Preferences** page, select **Yes** in **Receive email or mobile notifications when there is activity in the community?** and select **Email** for that stream.
- Change the frequency of your email notifications. Instead of receiving an email for every update, you can receive a digest of updates.
  - On your **Preferences** page, select **Yes** in **Receive email or mobile notifications when there is activity in the community?** and select one of the summary options from the list next to your Inbox and streams.

Customizing notifications

You can set notifications for your Inbox and any of your streams so that you receive an email or mobile app notification each time a person, place, or item posts an update or you have Inbox activity.

There are a few ways to set your notifications.

Remember: You can choose the frequency of these notifications from the drop-down list next to each Inbox or stream.

When you're viewing or editing a stream

1. On the News (or Home) page, select the stream and click .
2. Select **Mobile**, or **Email**, or both from **Updates** at the top of the page.
3. Click **Done**.

Note: Mobile notifications appear in the Jive Daily Hosted app if you have it installed on your Android or iOS device. If you don't have one of these apps, mobile notifications don't have any effect.

From the unsubscribe link in the email

You can click the **unsubscribe** link in an email so you will no longer receive notifications. It switches the **Receive notifications?** option to **No** on your **Preferences** page.

From your Preferences page

1. Go to **Your avatar** > **Preferences** .
2. Select **Yes** in **Receive email or mobile notifications when there is activity in the community?**.
3. Select **Email** or **Mobile** notifications for each stream and your Inbox, and select the frequency of notifications for each from the list.
4. Click **Save** when you're done.

Caution: When you select **All Activity**, you get an email every time that stream or Inbox is updated. We recommend leaving **Email** cleared or choosing one of the summary options; otherwise, your email notifications could get overwhelming.

For more information about notification settings, see Notification Preferences reference on page 31.

Note: The options to change your email and Inbox notification preferences may be unavailable in your community.

Notification Preferences reference

Here you can find the description of preferences related to notifications about activities.

Fastpath: **You avatar** > **Preferences** > **General Preferences**

Notification Preferences

If you want your email notifications to include the full text of the item you're being notified about, select **Include body of content in email**.

Note: The options to change your email and Inbox notification preferences may be unavailable in your community.

Notification for Inbox activity	When you select Email
Receive notifications?	Receive notifications on email.
Custom streams created for you by community administrators	Receive a notification when a new activity is posted in custom streams created for you by your community administrators (if any).
Inbox	Receive a separate email each time someone posts an update to an item you've selected to follow in your Inbox.
Inbox: Direct Social Actions	Receive a notification when someone @mentions you, shares content with you, or sends you a message in the community. For more information about mentions, see Alerts for people, places, and content items.
Inbox: Alerts	Receive a notification when you have a new task, a new follower, or a new skills endorsement.
Inbox: Moderation	Receive a notification when you have content to moderate. This option is available if you're a content moderator.
Following	Receive a notification when a followed person, place, or item posts an update.
Custom streams	Receive a notification when a new activity is posted in custom streams you created for yourself (if any).
Community Digest	Receive a summary of community news. For more information about the digest, see News Digest on page 244.
Include body of content in email	You can select whether or not you'd like your email notifications to include the full text of the community item you're being notified about.

Using Your View

Your View lets you customize a page just 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.

- To go to Your View, click the  icon in the main navigation menu, and then click **Your View** in the left sidebar.

Note: You won't see Your View if your community manager has not enabled the feature.

Setting up Your View

Your View is pre-populated with a few tiles to get you started, but you can edit these or remove them altogether. You can also add new tiles that you select and configure to suit your specific needs.

Your View is your own page which you design and change for yourself, however and whenever you like.

- To go to Your View, click the icon in the main navigation menu, and then click **Your View** in the left sidebar.

You can customize the Your View page with tiles. By default, you can see the following tiles in Your View:

- Frequently Viewed
- Latest Blog Posts (if blogs are enabled in your community)
- Trending Content
- Key Content and Places

To edit Your View:

1. Click **Edit page** at the upper right corner of the page to open it for editing.
2. To configure a tile, click the gear icon on them and change the tiles settings.
3. To move the tiles up and down on the page, click the up and down arrows on tiles.

To pin Your View to the button:

- Click next to **Your View** in the left sidebar.

Now, when you click the button in the main navigation menu, you go right to Your View. This can be helpful if you design Your View with links to your most visited items.

Adding tiles to Your View

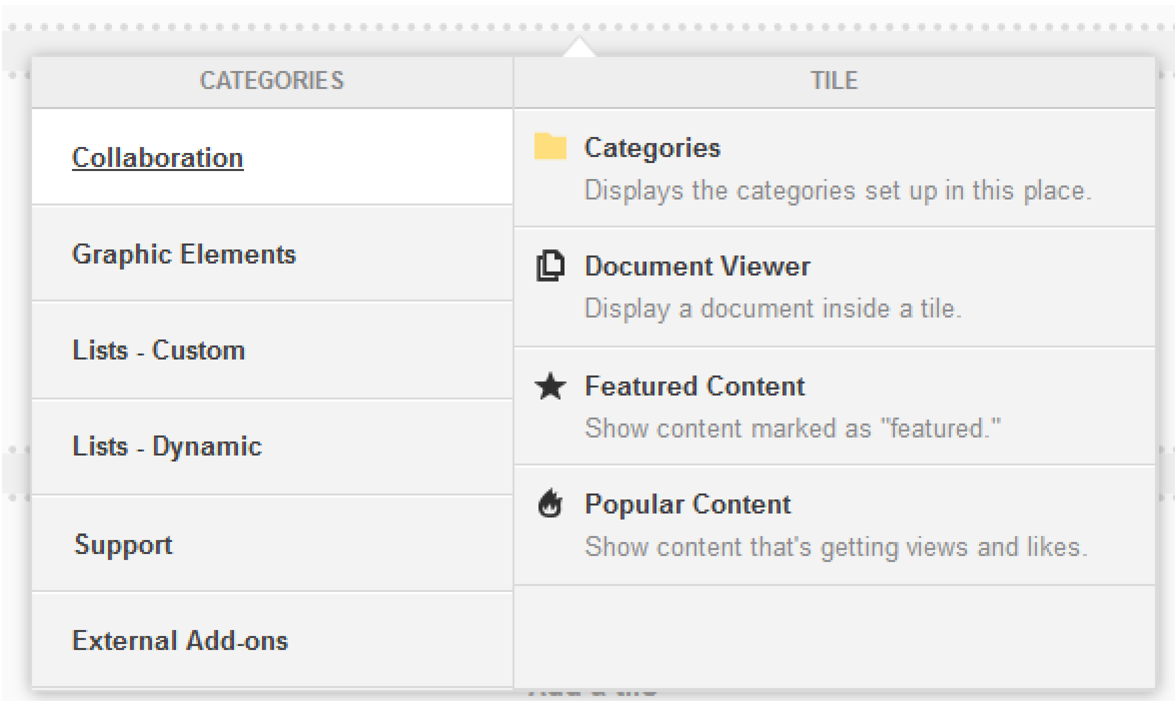
You can add new tiles to Your View in a few steps.

Your View can contain tiles of several types. For more information on the tiles which you can use on here, see Your View tile reference on page 35.

To add tiles to the Your View page:

1. Click the icon in the main navigation menu.
2. Click **Your View** in the left sidebar to open the Your View page.
3. Click **Edit page** in the upper right corner to open the Your View page for editing.
4. Click **Add a tile**.

5. In the dialog box, select a category on the left, and select the tile that you want to add on the right.



Note: Note that the list of tiles that appears for selection is different for wide and narrow columns respectively. Once added, these tiles can be moved vertically within the same column or removed within the layout as required.

6. If required, configure the tile by clicking the gear icon at the upper right corner of the tile and adjusting the tile parameters, and then click **Apply**.

   The tile is added to the page.
7. If required, adjust the tile position in the layout column by using the arrows in the upper right corner of the tile.
8. Click **Save** to save the page changes.

With the changes saved, Your View displays the information you want to have on hand.

For more information about tiles, see Using tiles on page 191.

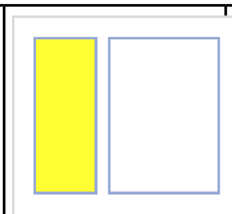
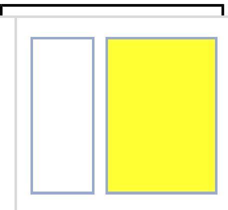
Your View tile reference

Here's a list of the tiles available on a Your View page.

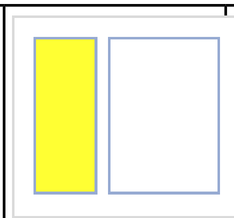
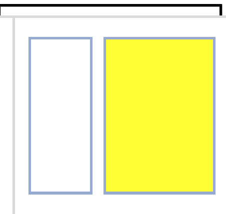
Tiles are split by category, similar to tiles arrangement in the UI. Some tiles can be available in more than one category.

Note: This page is not supported by Jive Daily Hosted.

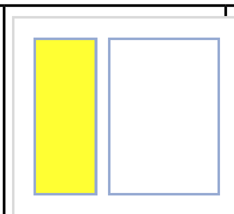
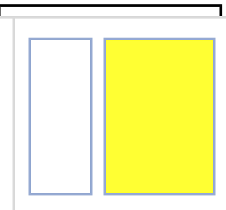
Collaboration tiles

Tile	Description	Dependencies	 Narrow column	 Wide column
Document Viewer	Shows a full preview of a document you choose to display	Content added manually		
Helpful Links	Builds a list of key links for quick reference. Links can be internal to your community or external URLs	Content added manually		
Key Dates	Shows selected dates for your team	Content added manually		

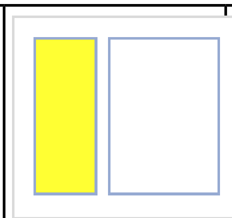
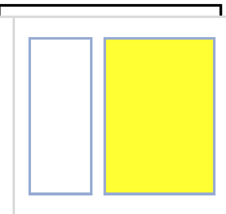
Graphic Elements tiles

Tile	Description	Dependencies	 Narrow column	 Wide column
Gauge	Shows status on a gauge	Set manually		
Video (External)	Shows a manually selected video from an external, non-community source	Content added manually		

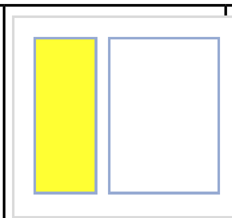
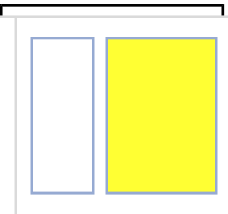
Custom List tiles

Tile	Description	Dependencies	 Narrow column	 Wide column
Expandable Sections	Shows links to community content under collapsible headings	Content added manually		
Featured People	Builds a list of important people for your place	Content added manually		
Helpful Links	Builds a list of key links for quick reference. Links can be internal to your community or external URLs	Content added manually		
Key Content and Places	Displays a list of content and places that you can edit and manage yourself	Content added manually		

Dynamic List tiles

Tile	Description	Dependencies	 Narrow column	 Wide column
Frequently Viewed	Shows the people, places, and content you visit most	Relies on an algorithm		
Latest Blog Posts	Shows the newest blog posts in your community	Content added manually. Blogs must be enabled		
Recently Viewed	Shows the people, places, and content you viewed recently	Relies on an algorithm		
Similar Places	Shows places with the same tags	Relies on content being tagged		
Super List	Shows an updated, filtered view of content, people, or places	Relies on a query: click **Use this view in a tile** at the bottom of any People, Places, or Content browsing result		
Tagged Content	Displays content that matches specific tags	Relies on content being tagged		
Trending Content	Shows content that's attracting views and interactions	Relies on an algorithm		

Support tiles

Tile	Description	Dependencies	 Narrow column	 Wide column
Helpful Links	Build a list of useful links for quick reference. Links can be internal to your community or external URLs.	Content added manually		
Super List	Shows an updated, filtered view of content, people, or places	Relies on a query: click **Use this view in a tile** at the bottom of any People, Places, or Content browsing result		

Finding people, places, and content

Jive includes several search features to help you quickly find what you're looking for, or just to browse through content, people, and places. You can use the topic in this section to understand which feature best suits your searching goal.

Search and browse features

Here is an overview of Jive search and browse features. Note that as you interact in the community, Jive keeps track of your interests and connections and recommends relevant content, people, and places.

Search for something specific by using keywords in the Spotlight Search	Clicking the search icon opens the Spotlight search. For information on using it, see Using Spotlight search on page 40.

View your History and Recently Viewed items	• To see your Jive browsing history, click the search icon, and then select **History**. • To see your recently viewed items, click **Show all my recently viewed content**.
Search for something within a place	If you know something is saved in a specific place, you can limit your spotlight search to just that place. First, go to the place. Then, type your keyword into the search box and select **Show: Only for [this Place]**.
Search for someone's content	If you know someone authored a document or participated in a discussion but you can't remember any keywords from the discussion, go to the person profile and click **Content**. From there, browse through their recent content creations and updates, to find what you're looking for.
Find places by categories	To find places marked with certain place categories, click **your avatar** > **Your Places** > **All** , and then click **Add Filter** and select a predefined place category in the **All** list. This works only if your community manager set up place categories.
Browse and filter content, people, and places	Click **People** in the top main navigation menu (it may be nested under the Browse button), or in the menu under your avatar click **Your Content** or **Your Places**. On the opened page, use the left navigation pane to refine the results by how they relate to you. For more information on filtering, see Browse and filter content, people, and places on page 44.
Bookmark useful content and use your bookmarks	You can bookmark any piece of content, and then look at your most recent bookmarks later by clicking the Spotlight search at the upper right corner, and then clicking **Bookmarks**. To browse through all of your bookmarks, click **Show all my bookmarks**. From there, you can see the bookmarks of others by clicking **All** in the left sidebar.
Tag content to make it easier to find later	You can assign tags that act as keywords to existing or new content to describe it for people who might search for it later. You can also assign tags to a status update. For more information about tagging, see Using tags on page 47.
Use recommendations	Jive includes a powerful "genius" feature that analyzes your business relationships, expertise, and areas of interest based on your behavior in the community. It then uses that data to

recommend relevant content, people, and places that you have not yet seen in the community. There are several places in the interface where you see your recommendations, but a quick way to see them is to navigate to People (in the main navigation menu) or to Your Places or Your Content (from the menu under your avatar). Then click **Recommended** in the left sidebar. For more information about using recommendations, see Using your recommendations on page 44.

Search in your language

Searches are performed across all supported languages of the Jive platform. When you search for something, however, the search engine first searches for results that match the language you have set in your Preferences on your profile page (click on your avatar and go to Preferences). If you do not have a language set there, the search engine uses the locale setting of your browser.

Using Spotlight search

The Spotlight search is an easy way to find almost anything that exists in your community. It also displays your activity history and bookmarked items. It can be quickly accessed by using  from the main navigation menu.

Before you enter a keyword to search, it already displays some smart suggestions based on your recent activity. Just start typing your keywords and Jive lists the matched content.

To narrow your search results by time and content type, you can also use the available filters.

If the Spotlight search does not return the results you need, you can press **Enter** to see all matching results on the advanced search page. This page provides more filtering options to perform a more complex and refined search. For more information, see Search overview on page 41.

Tip: You can disable your History and Bookmarks from being displayed in the search by using the **Don't show history or bookmarks in search option** on the **Preferences** page.

Search overview

You can use this search reference to get the most out of the search feature in Jive. These rules apply to all word search features in the application.

Search for specific words

This is the most basic search mode and is also the default. Enter your search terms to see the most relevant content, people, or places for those specified words in any order.

Search for someone's name

Searching for people is similar to searching for specific words. Note that you can't use phrase searching, wild cards, or field- and date-specific searching to find the names of people in the community.

Search for phrases

If you enclose a phrase in quotes, your search returns only content where the words in quotes occur next to each other and in the same order. For instance, specifying `black cat` returns text where this phrase appears exactly as quoted, such as `our black cat brings us luck`, but does not return `the cat was hiding in the black box`.

Note: Content searches are case-insensitive. For example, entering any of `Jive`, `jive`, or `JIVE` returns content with any of the words `jive`, `JIVE`, or `jIVe`. For both regular and phrase searches, we also match words that are very similar, but not identical.

Search for content with words containing certain letter sequences

The wildcard character * matches any number of non-whitespace characters when it is placed at the end of a word or within a word in the query.

You can use the following examples to search for `multiplication` or `concatenation`. Note that Spotlight searches automatically use wildcards, even if you do not type `*` in the string.

mult*	Matches content containing the words `multiplication`, `multiple`, `multimodal`, `multitude`
con*ion	Matches content containing the words `contagion` and `concatenation`

Note: A wildcard cannot be used at the beginning of a word, and it can't be used as a standalone word.

Limitations in searches for certain letter sequences

The search engine splits words into subwords and performs optional transformations on subword groups. Words are split into subwords with the following rules:

- Split on intra-word delimiters (by default, all non-alpha-numeric characters), for example, `Wi-Fi  Wi`, `Fi`
- Split on case transitions: `PowerShot  Power`, `Shot`
- Split on letter-number transitions: `SD500  SD`, `500`
- Leading and trailing intra-word delimiters on each subword are ignored: `//hello---there, `*`dude`*`  hello`, `there`, `dude`
- Trailing `'s` are removed for each subword: `O'Neil's  O`, `Neil`

Based on these rules, sometimes you may not get the results you are looking for. For example:

- If the name of an idea is `Ideatest`, this idea is not returned when you search for `test`.
- If the name of a document is `Summer0718photos`, this document is returned when you search for `0718` or `photos`. But it is not returned if you search for `07`, or `18`, or `phot`.

Synonym searching

Your community may or may not support synonym searches, depending on whether your community administrator has enabled this feature. Ask your community administrator whether synonym searches are supported in your community.

If synonym searches are enabled, your searches return results for synonyms. For example, if you searched for `search tips`, the search engine would return any found results for `search tips` AND `find tips` because `search` and `find` are synonyms.

Restrict to certain date ranges

If you press **Enter** after entering your search terms into the search box, you can see the advanced search page. From there, you can restrict your search by selecting last modified date ranges, such as All time, 1 day, 7 days, 30 days, 90 days, and 1 year. The default is **All time**, which does not put any date range restriction on your search.

Compound expressions by using Boolean operators

The special keywords AND, OR and NOT let you create logical expressions in your searches. When you search, you need to use these terms in capital letters to distinguish them from normal words. For instance, the word And in a search is interpreted as the word `and`, not the special operator AND.

The AND operator says that the search should return content containing both the search terms before and after the AND operator. The OR operator returns content if either one of the terms matches. The NOT operator excludes documents that contain (in the fields searched for) the search term after the NOT. You can't start a search with the NOT operator. You can also use these operators with sub-queries enclosed in parentheses to create more complex expressions as shown in the following examples.

`"quick brown fox" OR rabbit`	Matches text containing the exact phrase `quick brown fox` or the word `rabbit`.
`quick brown fox`	Matches content containing the words `quick`, `brown`, and `fox` in any order. Search implicitly assumes the AND operator when an operator is not specified.
`(quick brown) AND (fox OR rabbit) AND NOT forest`	Matches content containing both `quick` and `brown` in any order, plus either `fox` or `rabbit`, but not containing the word `forest`. This example shows how you can use parentheses to group more than one word together as a regular (non-phrase) search and to specify the order of operations.

Note: Note that the NOT operator can only be applied to simple terms, not compound sub-queries, and it cannot be used inside a sub-query.

Special characters and operator words

The following characters and operator words are treated specially in the search syntax (separated by a single space):

*** ( ) " AND OR NOT**	You can't search for these characters and operators, because the application uses them for special search syntax. If you use these words in search text in a way that doesn't make sense to the application, the search engine ignores them. For example, an odd number of quote characters is ignored, and multiple asterisks next to each other are interpreted as a single wildcard.

Multi-language searching

Searches are performed across all supported languages of the Jive platform. When you search for something, however, the search engine first searches for results that match the language you have set in your Preferences on your profile page (click on your avatar and go to Preferences). If you do not have a language set there, the search engine uses the locale setting of your browser.

Promoted search results

You may see some results marked as Promoted when you search. These results have been selected by an administrator to ensure that certain content is always associated with one or more search keywords, even if the keyword isn't actually in the content. For example, your site administrator may want users who type Benefits to always see the Human Resources page as the first result, even if there are many other pages with titles containing the word `Benefits`. If a result has been promoted, you may see it again farther down the results page.

Using your recommendations

You can use the Jive recommendation features to find content, people, and places you might like to follow in your streams.

Jive includes a powerful "genius" feature that analyzes your business relationships, expertise, and areas of interest based on your behavior in the community. It then uses that data to recommend relevant content, people, and places that you have not yet seen in the community. The more you and others interact in the community, the better the recommendations you receive.

Depending on how your community manager has set things up, you may see some of these helpful tiles when cruising through your News streams:

- Recommended Content
- Recommended People
- Trending Content
- Trending People

You can also click on any of the browse menus (People, Your Places, and Your Content), and then click the **Recommended** tab on the left.

Recommendations limitations

Jive recommendations obey all content permissions and do not recommend content that you don't have permission to view. Therefore, you may not see the same Trending Content or Trending People as others, depending on your content viewing permissions, when you logged in, and when the last data collection occurred.

Your Recommended Content, Recommended People, Trending Content, and Trending People all change based on your shifting interests, affinities, and even changes in the org chart.

Browse and filter content, people, and places

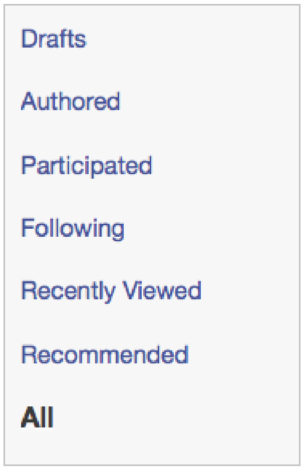
You can find the information you need by filtering as you browse content, people, or places.

The People link is in the main navigation menu only, but content or places you can start browsing by selecting **Your Content** or **Your Places** in the menu under your avatar.

Using the filter keyword search

- Start by typing a keyword in the text box and waiting for the results to refresh.

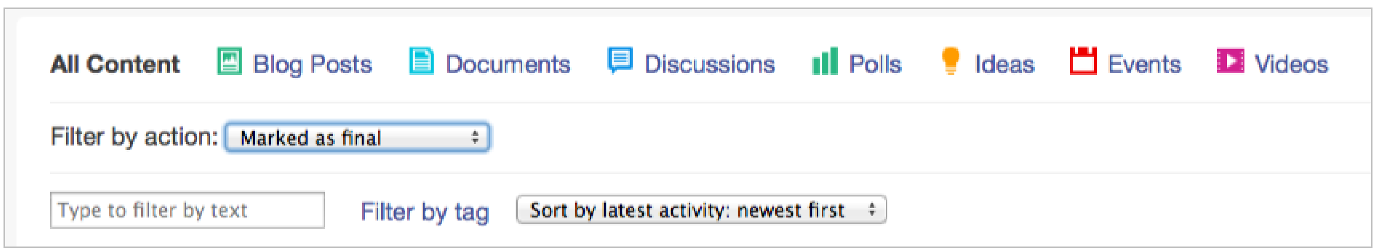
Note that every browse page includes a set of filtering tabs on the left and across the top which let you refine your search criteria. For example, when you browse content, you can choose whether to browse everything or only content you authored or participated in as you can see in the following screenshot.



The icons at the top of each browse page let you filter by content type.

Refining your filter results by type

You can limit your view by selecting certain types of information. For example, you can limit content to discussions by clicking **Discussions** next to **All Content**. You can even filter by actions or outcomes marked on content. For instance, you can filter to see only content marked Official.



Similarly, place browsing can be narrowed to spaces, social groups, or projects.

You can use the keyword, tag, and filter options to refine your search even further. Note that tag filtering only works if the content is tagged.

For example, here are two ways you might look for last April's East Coast sales report:

- Select **Your Content** from the menu under your avatar, change the filter to **All**, and type **Sales Report** in the **Type to filter by text** box. Then click the arrow under "Sort by latest activity" and select **Sort by date created (newest or oldest)**. By default, the most recent results are shown first.
- Click **People** from the top navigation bar and type the Sales Director's name in the **Type to filter by text box**. If you don't know her name, try typing in "Sales Director." After you have located the person, click her name and go to the **Content** tab. From there, select **Authored** from the left-hand menu and **Documents** from the top menu to show only the documents she wrote. You can filter these further by keyword or tag if she's an especially productive content creator.

Making things easier to find

You can rely on these best practices to make things easier to find for yourself and others.

To help yourself and other people find the content that you create, try the following:

- Put the content in a place where it's likely to be discovered. For example, put it in a group that's open-access and of interest to your audience to attract the notice of community members who follow that group. Before you publish new content in a place, you can see how many people are following the place, and (if it's a group) how many are members.
- Bookmark content so that you and others can find it by browsing bookmarked items. For more information, see Using bookmarks on page 49.
- Apply tags to the content or add them in the body of the content by using the #, which is a hash or pound sign, and following it with the tag phrase, such as `#tagging_this`. Tags give other people a way to find things based on the ways your community thinks about them. You can follow tags in your streams. For more information about tags, see Using tags on page 47 and Following tags on page 48.
- As you collaborate on content, make sure you mark it appropriately. For example, if someone answers your question, mark the answer as Correct. If a document reaches a final state, mark it Final or Official. Other people can see these outcomes and use them to filter results when searching and browsing.
- You can make yourself easier to find by adding information to your profile that other people might be interested in. You can add your experiences to your expertise list. For more information about profiles, see Setting up your profile on page 79.

Labeling people to manage them around community

You can name and color code groups of people to make them easier to find when you browse or communicate with people as a group.

You can create labels to group your friends or connections, the people you follow. You might use this to group people from a certain location together. For example, if you have a New York office in your company, you can create a New York label. This helps you find people fast when you have a lot of connections. When you apply a label to multiple friends or connections, the label becomes a way to show only those with certain labels. Additionally, you can type the label name in when you're creating a direct message or adding collaborators on a document to automatically include all the people with that label.

To create a label:

1. Browse your friends or connections by clicking **People** and selecting **Following** on the left.

Note: You can only group and label people you're following.

2. Click **Create Label** in the left pane.
3. Select a color, type the name for the label.
4. Click **Save** .
5. Add someone to that new label group by clicking the gear icon on their profile card, and then clicking **Label People**.
6. Select the label that you want to apply to the person.

   You can remove the label by clicking it again to deselect it.
7. If you want to delete a label group later, click **Browse** > **Following** , and then click the **Delete** label icon that shows up when you hover the mouse over the label.

Role badges

If your community administrator has activated role badges, then you can see small icons next to certain community user names.

A role badge is an icon used to indicate the roles or responsibilities of community users. You might use this to find someone who can answer a question or identify people whose answers you can count on. Hover your mouse over the icon to see the name of the role.

Here's a list of possible roles for the badges:

- Administrator
- Champion
- Employee
- Expert
- Moderator
- Support

Using tags

Tags are keywords that you and others assign to content. Assigning tags to your content makes it easier for you and others to find later.

You can assign tags to new or existing content.

Tagging a status update

- To tag a status update, type # followed by your tag.

For example, a status update of "Really enjoying that amazing #presentation about #XYZ customer" shows up in search results for "presentation" and "XYZ."

Tagging content

Adding tags when creating or editing content	You can add tags when you create content: Enter tags into **Tags** before you **Post** or **Update**.
Adding tags to published content	To add tags to existing content, click **Edit Tags** at the bottom of the content editor and add your tags. Then click anywhere outside of the field to save.
Adding tags in the content editor	You can also add tags on-the-fly as you're editing content. To do this, type # (or click **# Tag**) followed by your tag phrase into the content editor. For example, if you're writing about your competitor's new corporate branding, you could say, "Company X is resorting to Comic Sans. **#jumpingtheshark**."

Tips for tagging

- Consider using any existing tags that appear in the suggestion box. Existing tags are often assigned to related content, so it's good practice to use them.
- Use an underscore between words, such as **sales_report** or **employee_benefits**.

Note: If you are tagging content that is being moderated by an admin, your tags may not show up right away because content updates may need to be approved.

Following tags

You can follow tags to discover new areas where you can become involved and stay informed.

Tags can generate more participation and collaboration by helping people find your content. Create custom streams that include people, places, and tags so you can fine-tune the stream's content. Following tags in custom streams helps bring you relevant information from uncommon sources.

For example, if you're in the accounting department, you can add the VP of Finance and the Accounting Group to your Accounting stream. But also think about adding tags like #money, #pay, #taxes to direct content into your stream that you don't normally come across. For more information, see Creating custom streams on page 22 and Examples of custom streams on page 22.

To follow a tag:

1. Create a custom stream.
2. Search for relevant terms.
3. Click **Tags** to see all tags that relate to that search term.
4. Click **Add** to include tags in your stream.

Note: When you follow a tag, only content that's been tagged with that tag sometime in the previous 180 days shows up in your custom stream.

Using bookmarks

Bookmarks help you keep track of your favorite content over long periods of time. You can bookmark content inside or outside of your community.

You can bookmark any content in the community, and sites outside of the community. When you want to look at that content again later, you can go to it quickly by clicking in the search box at the top of any page and selecting **Bookmarked**. You can see a list of your recent bookmarks. Clicking **Show all bookmarks** at the bottom of the list lets you toggle between a complete list of Your bookmarks and All, which shows public bookmarks from everyone in the community.

You won't see bookmarks created for content that you can't access, such as documents in a private group.

Note: To enable external bookmarks, you need to file a support ticket with Support. For more information, see Getting started with the new Jive Support Portal on Worx.

Bookmarking content inside your community

To bookmark content stored inside your community:

- Go to the content item, and then click **Bookmark** in the right menu.

Created bookmarks have corresponding titles to easily be located for later use.

Bookmarking sites outside of your community (external bookmarks)

To bookmark sites outside of your community, you need to add the bookmarklet tool to your web browser. The bookmarklet tool allows you to bookmark external sites and bring them inside your community.

To install the bookmarklet tool:

1. Click Spotlight search, and then select **Bookmarked** > **Show all bookmarks** > **Click to install** in the left pane.
2. Drag the **Add Site** button onto your browser's toolbar.

To bookmark a site outside the community:

- Click **Add site to community** in your browser's toolbar and then add your notes and tags.

You can use the bookmarklet link to bookmark any content as you browse the Web. In other words, you don't need to be using Jive to save and share bookmarks in your Jive community.

You might also be interested in learning about Jive Anywhere, which allows you to socialize things in your Jive community that you've found on the Web or even in other applications. Your community may not include this additional module by default. For more information, see the Jive Anywhere Help.

Using History and Suggestions features

Click the Spotlight search to see pages you've recently or frequently viewed in the community.

The **History** and **Suggestions** tabs in the Spotlight search area show the content, people, and places you have recently visited (**History**) or frequently visited (**Suggestions**) in your community. For a more detailed listing of items in your history, click **Show all my recently viewed content**. From there, you can sort your items by date or use a keyword search to filter them.

Can't remember people, place, or title?

Sometimes you can't remember the title, people, or place of something you know you saw. In that case, try this search method.

For example, you remember participating in a discussion during the last three months about how to increase customer survey participation, but you can't remember the discussion title, which space the discussion occurred in, or the other participants. Use the Spotlight search at the top right and type in keywords such as *customer survey*. Click **View all Results** and then click **Discussions** in the top menu because you don't need to see results from blogs, documents, or polls.

Tip: If you still can't find the discussion, it is possible that it wasn't a discussion that you remember. You might try looking in the comments of documents or blogs.

Using social groups

Social groups help you bring people together around shared interests, ideas, and projects. Here you can find how to create and manage social groups in Jive.

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.

Creating groups

Creating a group enables you to set up an area where like-minded people can put their heads together and share information on the group subject. You must have special permissions to create a group, which are set by your community administrator.

Before you create a group, you may want to consider the purpose of the group, what kind of information needs to be included, who will participate, and how people who need to know about it will find it. The way you name the group and the tags you assign to it are different ways you can make it available to people who might be interested in the group. For more information, see Group creation options on page 52.

Important: You can change the group URL when you are creating a group. You won't be able to change the URL after you create the group.

By default, groups use Activity pages with tiles as landing pages.

To create a group:

1. Click  > **Group** in the main navigation menu.

   This opens the **Create Group** dialog box.

2. In **Name**, enter the name of the group.

   The group name must be unique within the community. This name shows up at the top of the group page and at the end of the URL that links to the group. Also, it should be identifying the group within the community.

3. If required, in **URL**, change the group URL.

   You can use this option to make a short URL for your group. The group URL must be unique within the community.

4. In **Description**, enter a brief description to appear in the group's main page.

   You should add information on what the group is about in a way that attracts other people who might be interested in the group. For example, your RFP Collaboration group could say "Look for the latest RFP templates and materials here."

   Note: This information is displayed behind the information icon  and on the Overview page if the group uses one.

   ---

5. Under **Group Type**, choose a group type.

   You can granularly restrict access for viewing and editing content. For more information, see Types of groups on page 57.

6. In **Tags**, enter tags that can be used to find this group. To enter multiple tags, press `Enter` after each word or phrase.

Tags are words or short phrases that help other people find your group. For example, a Sales group might use the following tags: RFPs, sales_videos, and wins.

7. In **Categories**, select the place categories to associate with the place.

   The place categories are used to identify places while browsing. They are used to classify places and differ from content categories. This option is available if place categories are configured in your community.

8. If required, click **Advanced options** to expose more options and specify the following:

   - **Overview page**: Specify whether you want to use a widget-based Overview page. This option may be not available in your community. For more information, see Adding Overview page on page 56.

     Important: We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see Understanding pages in places.

   - **Locale**: Select your default language for the group. The group also uses the time zone and date format commonly used in this region.

   By default, your place uses an Activity page as its main page, with the option to add more custom pages. We recommend using an Activity page because it can be displayed on mobile devices and because it's more friendly to streaming content. If widgets are enabled in your community (not common), you may want to include an Overview page with widgets.

9. Click **Create Group**.
10. If required, in the **Invite People to Join** dialog box, add users who you want to invite to the group, and then click **Send Invitation**.

    You only see this option for Private and secret (Private: Unlisted) groups.

The group is created, and the main page opens for your view. Now you can customize the group, as described in Customizing your group on page 54.

Group creation options

Creating a group always starts with clicking Group in the Create menu, but it helps to understand the options that can help your group do what you want it to.

Group landing page

The main group page is defined by the types of pages enabled for the group.

Enabled pages	Landing page
Activity + Pages	The leftmost page in the group navigation menu.
Overview only	Overview page
Activity + Overview	Defined during community setup (under **Advanced options** in the **Create Group** or **Edit Group** dialog box)

Advanced group creation options

In the following table, the asterisks (*) note when this advanced option for place navigation might be unavailable. For more information on differences between Activity and Overview pages, see Understanding pages in places.

Important: We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see Understanding pages in places.

I want to. . .	I should. . .	Can I change this later?
Collaborate in private by limiting who can see what's in my group, or even who can see that my group exists.	Choose a Private or Secret (also known as Private: Unlisted) group type during the initial setup. You can change this setting later. For more information, see Types of groups on page 57.	Yes. Note that changing this setting changes the visibility setting for all the group's content.
Design a landing page that's optimized for a specific work purpose.	Create a group, then for the Activity page choose and configure a Place Template customized for the kind of work you want to do. For moreinformation,seeDesigning activity and custom pages for places on page 172. Place Templates only apply to Activity pages.	Yes.
Design a landing page with widgets*	Select **Overview** or **Activity + Overview** under the **Advanced options** during setup, and fill out a widget layout under **Manage** > **Overview page** from the group page. For more information, see Designing Overview pages for places on page 223.	Yes.
Make more custom pages in the place for displaying information, not just a landing page.	Create the group, and then add the pages to your place afterward. See Adding custom pages to places on page 173.	Yes.

I want to. . .	I should. . .	Can I change this later?
Integrate external streams from Facebook, Chatter, or any other apps your community admin has enabled.*	Create the group, then click **Add a stream integration** when configuring the Activity page. For more information, see Adding tiles with external stream integrations to Activity page on page 176.	Yes, but keep in mind that some external stream typescannotbedisconnected from the group except via a case with Support.
Limit the kinds of content that can be included in this place.	During place setup, after you preview the group, edit the Activity page.	Yes.
Store the place binary documents outside Jive, for example, in Box or SharePoint.	During place setup, after you preview the topic, edit the Activity page. External file storage is available if at least one storage provider has been set up by community administrators. For more information, see Using external file storage on page 64.	Yes, but if the place is later disconnected from external storage, users will see references to documents that they can't access from Jive anymore.
Make this group a place for collaborating with people who aren't members of the community.	Make the group Private or Secret, and select **Externally Accessible**. For more information, see External groups overview on page 140	Yes. Changing the Externally Accessible setting will remove access by non-members, but their contributions will stay in the group.
Make sure people can find the place.	Add tags and place categories to your place in the place settings.	Yes. Just remove or replace the tags or place categories.

Customizing your group

After you create a group, you can change it to suit your requirements.

- You can apply a place template to quickly populate the tiles on the Activity page of your group. The default template is Team Collaboration. For more information, see Applying place templates on page 174 and General place template reference on page 180.
- You can change the place image or the banner to configure the visual presentation of your place. For the detailed procedure, see Customizing the group landing page on page 55.
- To enable features, click **Manage** > **Configure activity page** . Click the Edit icon for the **Enabled Features and Content Type** tile. When it opens, you can select the types of content that your group will use. This list also controls what shows in the Content tab of the group, as well as what content types you can use to filter the Content tab.

- To set up external storage, click **Manage** > **Configure activity page** , and then click **External Stream Integration**. When it opens, you can select where the files in this group will be stored.

  If your administrator has enabled a connection with an external storage provider such as Box, Dropbox, SharePoint, or Google Drive, you can set your group to synchronize document storage to that provider. Files that are uploaded to the group will be stored in external storage, rather than in Jive, and files can be added, deleted, or modified from either side.

  Note: For Box users: Although you can connect an open group to a Box folder, only community members who have joined the group can see Box documents and have their comments reflected on the Box side. Because of this limitation, it's recommended to use the Box external storage only with Members Only (Public: Restricted), Private, or Secret (Private: Unlisted) Groups.

Customizing the group landing page

If you're a group owner or administrator, you can customize your group's landing page so that it displays the information and images that you want visitors to see.

Adding a banner and logo

To add a group logo and change the group banner to help brand your group's landing page:

1. Go to the landing page for your place and click the **Manage** > **Settings** .

   Note: The group activity page opens for editing. You can make changes to this information now if you want, but it's not required right now.

2. Click **Banner Design** to customize the header.
3. Click **Place Image** to select a new image to the header.
4. Click **Save**.

Adding tiles or widgets to customize the page layout

- If you chose an Activity page, add tiles and external stream integrations, as described in Adding tiles with external stream integrations to Activity page on page 176.

  Tip: To make it even easier, assign a place template to get an Activity page with pre-configured tiles and layout, as described in Applying place templates on page 174.

- If you chose an Overview page, change the layout of your widgets, as described in Setting up Overview page on page 225.

Important: We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see Understanding pages in places.

Further customizing your landing page and making it express your group's purpose

- If you chose a tile-based Activity page, see Designing activity and custom pages for places on page 172 for more details about how to use it effectively.
- If you chose a widget-based Overview page, see Designing Overview pages for places on page 223 for more information.

Important: We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see Understanding pages in places.

Adding Overview page

When widgets are enabled in your community, you can add an Overview page to a place.

Overview pages are based on widgets while other pages, such as Activity and custom pages are based on tiles. Please note that tiles provide a better user experience and perform better, especially on mobile devices.

Important: We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see Understanding pages in places.

If you want a place to have an Overview page, you can add either an Overview page or both Activity and Overview pages. You can't enable Overview and Custom Tile pages for a place at the same time.

Tip: If you use the checkpoint and status functionality for tracking project tasks, you may want to stick with the old-style Overview page rather than updating to the Place Template format. The widgets in the Overview page more effectively support Projects at this time.

For more information about Overview pages, see Designing Overview pages for places on page 223.

Adding an Overview Page to a place

To use an Overview page in your place:

1. Go to the landing page for your place and click the **Manage** > **Settings** > **About** . The **Edit Group** page opens.
2. Click **Advanced Options** .
3. Select **Overview** or **Activity + Overview**.

4. If prompted, select the landing page, that is, determine which page must open when a user opens the place.
5. Click **OK**.
6. Click **Save** at the bottom of the page.

The Overview page is added to your place and becomes visible to other users.

Types of groups

A group's type determines who can join, see content, participate, and invite new members.

Unlike spaces, which use permissions to determine access, social groups rely primarily on membership to determine access. Because groups do not exist inside spaces, they do not inherit any space permissions. Note that group owners and community managers can change the settings for a group after it is created.

Use the following tables to help you understand the different types of groups that can be created in the community. Most communities use the group scheme in the first table: if your community has enabled Group Membership Evolution, you'll see Public and Private as the main group types and should use the second table.

If you have Members Only and Secret Groups

	Secret	Private	Members Only	Open
What is visible to non-members?	None	Group name only	All	All (no membership)
Who can see content?	Member	Member	Anyone	Anyone
Who can participate?	Member	Member	Anyone can interact with content and create discussions and questions. Only members can create other content types	Anyone
Who can invite new members?	Member or administrator	Member or administrator	Member or administrator	Anyone
Who can approve new members?	Administrator	Administrator	No membership	No membership

If you have Public and Private Unlisted groups

	Private Unlisted	Private	Public Restricted	Public
What is visible to non-members?	None	Group name only	All	All (no membership)
Who can see content?	Member	Member	Anyone	Anyone
Who can participate?	Member	Member	Anyone can interact with content and create discussions and questions. Only members can create other content types	Anyone
Who can invite new members?	Member or administrator	Member or administrator	Member or administrator	Anyone
Who can approve new members?	Administrator	Administrator	No membership	No membership

Inviting people to join groups

As a group administrator or member, you can invite people to join the group. Note that if you're using Jive as an internal corporate community, people from outside the community might not be able to join your group.

You can find out about group members as follows:

Count of members (and followers)	Click **About** on the group's landing page.
Who are members (or followers)	Click on the **Followers** and **Members** links to be directed to the group's **People** page.

Any group member can invite any other user to join a group. If the group is public, then you can share the group with non-members. If the group is private or secret (also known as Private: Unlisted), the invited user must accept the invitation. A group administrator must then approve the request to join the group. If it was a group administrator who originally sent the invitation to the private or secret group, the approval is automatic. For more information on how a group's type affects the content visibility, participation, and invitation permissions for group members, see Types of Groups.

To invite people to join your group:

1. Go to your group and select **Actions** > **Invite members** .
2. In the **Invite People** dialog box, enter the Jive user names or email addresses of people you want to invite. If you can't remember them, you can do two types of searches:

- To invite several people from your email address book, browse your contacts by clicking the browse icon. Select the people you want to invite, and then click **Add selected people**.

  Note: You can also paste in a comma-, space-, or semicolon-separated list of addresses exported from your email application.

- To invite only those with certain skills, click **Search by skill** to browse people by their skills. Type in the skill you are looking for, or select a popular one. Select the people you want to invite, and then click **Add selected people**.

3. Under **Include a personal note**, edit the message you want potential group members to see with their invitation.
4. Click **Send Invitation** .

The invitations are sent to the persons you specified.

Managing pending invitations

As a group administrator, you can delete or resend invitations while managing group membership. This can be useful if you've got a lot of outstanding unanswered invitations.

To resend or delete invitations to the group:

1. Go to your group and select **Manage** > **Members** .
2. On the **Manage group members** page, click **Open Invitations** to view the pending invitations.
3. To delete pending invitations, select the invitations, and then click **Delete Invitation** in the tab menu.
4. To send invitations one more time, select the invitations, and then click **Resend Invitation** in the tab menu.

Posting status update in groups

There may be times you want to limit your status update to only a specific group in your community. When you post a status update to a group, only members and people following the group see the update in their attention streams.

The status updates are displayed in Trending content tiles. If your group has an Overview page that includes the Recent Activity tile, the status update is displayed there as well.

To post a status update for a group:

1. You can create a group update from either the News page or the group's Activity page.

   Note: Some groups do not use Activity pages.

- **Activity Page**: Go to the Activity page for the group where you want the status update to display.
- **News**: Under **All Activity**, click **Change** next to your community name, and then select or type the name of the group from the group picker.

2. Type your status update in the **What's going on?** box next to your avatar.
3. Click **Post**.

Enabling non-member content sharing

Private group owners can configure their private group so that group members can share specific documents and discussions with non-group members. This allows non-group members to help review or edit private group content but does not allow them to see any other content items that live in the group.

To enable this feature, your community manager first needs to enable non-member content editing for private groups in your community. For more information, see Managing external groups in the Community Administrator Guide.

You must be the group owner or administrator to enable non-member content editing.

To enable non-member content editing in a private group:

1. Go to the private group, and then click **gear icon** > **Settings** .
2. Click the pencil icon next to the group's name in the header.
3. Under **Group Type**, make sure that group type is set to **Private**.
4. Select the **Content Editing by Non-Members** check box.

   If you don't see this option, you need to ask your community manager to enable non-member content editing in private groups.

5. Click **OK**, and then **Save** your changes.

Documents, discussions, questions, and uploaded files in a private group can be shared with the users who are not members of the group. For more information, see Sharing content with non-group members on page 60.

Sharing content with non-group members

Documents, discussions, questions, and uploaded files in a private group can be shared with the users who are not members of the group. This is useful if you need a non-group member to help you review and edit a document or discussion.

Content sharing options

Non-member content sharing must be allowed for the group. The group owner or community administrator may need to enable this feature for you, depending on how your community is set up. For more information, see Enabling non-member content sharing.

With the feature enabled, you can share documents, discussions, questions, and uploaded files (when they are stored within the group). Besides, you can choose both community members and people outside of the community as recipients.

A content item can be shared as follows:

- PDF export: The selected content item is converted to PDF with comments included and sent by email.
- Co-authoring: The selected content item is made accessible to a community user for viewing and editing. The user effectively becomes a co-author of the content item.

Note: You can't share files that are stored in external storage, such as Google Drive.

How you can share a content item depends on whether you can edit this item or not.

If you are...	And the recipient is...	
	a community member but not a group member	not a community member
Group member and cannot edit the content item	• PDF export	• PDF export
Group member and can edit the content item	• PDF export • Co-authoring	• PDF export
Group owner and cannot edit the content item	• PDF export	• PDF export
Group owner and can edit the content item	• PDF export • Co-authoring	• PDF export
Community administrator with the Manage Social Group permissions	• PDF export	• PDF export
Community administrator with the Full Access permissions	• PDF export • Co-authoring	• PDF export

Note that in groups, documents and files can be co-authored by all group members, and both methods can be used for sharing. But questions and discussions can be co-authored only by their authors, other group members can share them only as PDFs.

Sharing with non-group members

To share a document or discussion with a non-group member:

1. Go to the content item that you want to share.
2. Click **Share** in the menu.
3. Enter the name or email of the person with whom you want to share the item.

   The user is added in a red box under the search box, and a notification with the sharing details is displayed.
4. If you have a choice for sharing, select one of the following and then click **OK**.
   - **Grant this user access to this content only**: Grants the selected user access for viewing and editing to the selected content item. The user becomes a co-author of the content item.
   - **Email this user a PDF of this content**: Converts the content item with comments to PDF and sends it to the selected user.
5. Under **Message**, type a note for the person.
6. Click **Share**.

You can see a green bar at the bottom of the screen letting you know the share was successful. You can also see an orange icon at the top that lets you know the item is visible to non-group members. You can click the provided link to see which non-group members the content item has been shared with.

Sharing content with other places

To make using the community easier for people who tend to focus on certain groups, spaces, or projects, you can share your content with their place even if you initially post it in another place. When you share content with a place, it shows up in that place's activity stream. Anyone following the place where the content is shared receives a notification in the stream.

People who don't have access to the original content can not have access to the shared one either. For example, you post a Contact List document in the Human Resources group, and some Engineering managers have access to the Human Resources group, but they spend most of their time in their Engineering group. You could share the document with the Engineering group, which is open, and know that only the managers can search for and view the Contacts List document.

This feature is turned on by default in internal-facing communities.

To share content with multiple places:

1. Go to the piece of content you want to share, such as a document, blog post, or discussion.
2. Click **Share** in the menu.
3. Enter the name of the place you want to share the item with, or use the place picker to navigate to and select the place.

4. If required, add more places.
5. Type a note about the share in the **Message** box.
6. Click **Share**.

To let you know that the share was successful, you can see a green bar at the bottom of the screen. At the top, you can see the places it has been shared with so you can keep track. You can click the **x other places** link to see which other places the item has been shared with.

Making bulk changes to content in places

You can make bulk changes to content items stored in a place, including applying tags, categories, and outcomes. Also, you can move or delete a list of items. This can be a quick and easy way to organize the content in a place better so that you and others can find it faster later.

You need to be the place owner or have the Manage Community permissions to make bulk changes in the place.

To make changes to content in bulk:

1. Go to the place you own and click the **Manage** > **Bulk manage content** .
2. On the **Bulk manage content**, select the content items to which you want to apply the changes.
3. Click an action icon in the menu above the item list. You can do one of the following:

Options	Description
Add tags	Applies the same tags to all of the selected items.
Add categories	Applies the same categories to all of the selected items. You won't be able to select this if categories are not set up in your community.
Set outcomes	Applies the same outcomes, such as Outdated or Final, to all of the selected items.
Move	Moves all of the selected items to the new place you choose.
Delete	Deletes all of the selected items.

4. In the dialog box, review the list of items. If necessary, click **Remove** next to an item to remove the item from the list.
5. Click **Continue**. You may need to click another **Continue** depending on the option you selected.
6. Depending on the selected action, specify the settings or once again review the issue list.

7. Click **Continue**.

   The selected action is performed, and the results are displayed in the dialog box.
8. Click **Close** to close the dialog box.

Using external file storage

Jive can integrate with a number of external storage solutions on a licensing basis to store and organize big files and then synchronize them in a Jive group or space.

By default, Jive uses an external binary storage repository or its own database to store uploaded files. But Jive has the capability to connect to different storage providers, so you can store and organize large files in your storage provider and then socialize them in a Jive place.

When you create a group, you may have the option to connect it to a different storage provider than the default configured when your community was set up. Using external file storage means that when a user uploads a document, it's stored with a third-party file storage service instead of directly in Jive. Files can then be automatically synchronized in both directions, which means you can add or update them from either side. If the storage provider has comment functionality, comments are also synchronized with comments in the group.

Note: Attachments to Jive are not stored in external storage.

Supported external file storage systems

Jive currently provides the following configurations as add-ons.

SharePoint	For more information, see the Jive for SharePoint 2010 Help or the Jive for SharePoint 2013/2016 (v5) Help depending on SharePoint installation type.
Box.com	For more information, see Box.com Integration in the More Integrations Guide.
Google Drive	For more information, see Google Drive Integration in the More Integrations Guide. **Note:** One more option for integration with Google allows users to works with Google documents directly from Jive. For more information, see the Google Drive Files and Docs Help.
Dropbox	For more information, see Dropbox Integration in the More Integrations Guide.

These connectors provide two-way synchronization between files uploaded to the storage provider and a place in Jive where these files are socialized. For more information, see the More Integrations Help.

Groups with Box Storage

If your administrator has connected your community with a Box.com file store, you can take advantage of file storage and synchronization with Box for groups where this is enabled.

When a user uploads a document, it's stored in Box instead of the regularly configured binary storage location. Files are automatically synchronized in both directions, and so are comments and replies, so that users can interact from either the Jive side or the Box side.

Attention: Attachments are not stored in Box.

To take full advantage of the linkage, users should join the Box-linked group. This allows users to interact with Box-linked content under their own user accounts and synchronize comments correctly to the Box side. Otherwise, their interactions will be posted by a system user called the Jive Integration User, and their comments will not be visible on the Box side.

Note: Although you can connect an open group to a Box folder, only community members who have joined the group are able to see Box documents and have their comments reflected on the Box side. Because of this limitation, it's recommended to use the Box external storage only with Members Only (also known as Public: Restricted), Private, or Secret (also known as Private: Unlisted) Groups.

For more information, see Box.com Integration in the More Integrations Guide.

Modifying files in Box

Files can be modified on the Box side by any user who has a Jive account and rights to the group-linked folder in Box. In addition, file comments made in Box are synchronized and displayed in the Jive group.

Note: There is a known limitation for files that have been deleted from Box, and then restored on the Box side. Restored files are not synchronized to Jive when they are restored. However, uploading a new version of the file to the Box side re-adds the restored version and adds the new version at the same time, resulting in two added files. Re-adding the file from the Jive side initially return a generic error, but the second upload attempt succeeds.

Groups with SharePoint storage

If your administrator has connected your community with a SharePoint storage site, you can take advantage of file storage and synchronization with SharePoint for groups where this is enabled.

When a user uploads a document, it's stored in a SharePoint site instead of the regularly configured binary storage location. Files are automatically synchronized in both directions, as well as comments and replies, so that users can interact from either the Jive side or the SharePoint side. Users can also search inside the SharePoint site without leaving Jive.

For more information, see the Jive for SharePoint 2010 Help or the Jive for SharePoint 2013/2016 (v5) Help depending on SharePoint installation type.

Groups with Google Drive storage

If your administrator has connected your community to a Google Drive storage site, you can take advantage of file storage and synchronization with Drive for groups where this is enabled.

When a user uploads a document, it's stored in Google Drive instead of the regularly configured binary storage location. Files are automatically synchronized in both directions.

For more information, see Google Drive Integration in the More Integrations Guide.

Note: One more option for integration with Google allows users to works with Google documents directly from Jive. For more information, see the Google Drive Files and Docs Help.

Using content

Content takes up the major part of Jive, so learning to create, promote, and manage it effectively is a cornerstone of Jive collaboration.

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 on page 74.

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 on page 84. For more information about private discussions, see Using discussions and questions on page 81. 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 on page 131.

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.

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 on page 148 in this guide or Moderation in the Jive 9.x Community Manager Help.

Using content editor

When you create or edit content, such as writing and formatting text, creating tables, embedding images and videos, and inserting links, you use the content editor built into Jive.

The editor includes many of the standard features of other word processing programs. You can access them by using either the icons in the interface or keyboard shortcuts.

Here are some features of the content editor you may want to explore.

In-line @mentioning

To @mention someone while you are typing in the content editor:

1. Type the @ symbol (or click the @ button if it is available). A search dialog opens and suggests possible matches.
2. To narrow matches, use an underscore (_) as a space. For example, **@Mike_D** would match the Mikes whose last name begins with D.
3. Select the correct match from the list and note the new link in the content editor.

For more information about @mentioning, see Alerts for people, places, and content items.

Adding table of contents

The content editor includes a feature that automatically generates a hierarchical table of contents based on the headings in your content. When you insert the table of contents, the editor looks at the headings your content uses, including their levels (such as Heading 2 or Heading 3). Based on the heading levels, the editor creates links to the headings, indenting the links at similar levels.

- To insert the table of contents, click >> > **Table of Contents** .

While you're editing the content, the table of contents appears as an icon, as displayed in the screenshot below.

In the saved or published version of the content, the icon is replaced with a hierarchical list of links to headings in your content.

Working with tables

Working with tables

The content editor table feature allows you to create and manipulate tables.

- To create a new table, click the table icon and select the number of rows and columns you want.
- To add, remove, or duplicate rows and columns, use on them.
- To move around rows and columns, mouse over and drag them as required.
- To merge cells, click in the cell you want to merge, then click and select **Edit: Merge Cells**. In the dialog box, specify the cell range to be merged. The cells are merged as you finish selecting.
- To delete a table, click in a cell, then click and select **Edit: Delete**. The table is deleted.
- To format individual cells, rows, or columns, click in a cell, then click and select the item you want to format (a cell, row, column, table). In the dialog box, make the necessary tables.

You can designate and format headers, change the color of text, lines, and background, and customize many other settings. Note that when you change the header setting while making changes in a column, only the header for that column changes, not all of the headers.

In addition, changing the color of text using changes the *default* text color setting for the selected cell, row, or column. To make text color changes that you don't want to apply as a default to the cell, row, or column, use the text color icon in the editor's toolbar.

When you are finished formatting your table, click away from it and continue editing your document.

Using the spellchecker

The content editor includes a spellchecker that you turn on when you want to check the spelling. When you're ready to check the spelling in your document, click . Misspelled words are underlined in red. You should click a misspelled word to view suggested alternate spellings and scroll down to select the best match.

Note that the spellchecker does not check spelling as you type. You must turn it on or off by clicking the spellchecker button. After you have made corrections, click the button again to recheck spelling.

Also, you can change the language used for spell checking by clicking the down arrow at the right side of ABC✓▾.

Viewing code source for content

The content editor's Source Code feature allows you to edit your document in HTML. Click the **<HTML>** link in the editor's toolbar when you want to write directly in HTML. When you're finished, you can toggle back to the default editor view by clicking **OK**. Clicking **Cancel** returns you to the content editor without making changes.

Note: When pasting internal URL in the default content editor, it gets automatically titled. To include URL without having it automatically titled, use the Insert URL option.

Some kinds of HTML markup can cause the site to be less secure. For this reason, certain HTML tags aren't supported by default. When you use these tags, Jive removes them before displaying the content. You can include them, and they are saved, but they don't render when someone views your content. Here's a list of what's not supported:

Tags: `<embed>`, `<html>`, `<head>`, `<iframe>`, `<link>`, `<meta>`, `<object>`, `<script>`, `<style>`

Attributes: `action`, `class`, `method`, `on*` (such as `onClick`), `*src*`

Using code syntax highlighter

The content editor's Syntax Highlighter feature allows you to mark text as code and specify the language so that it renders correctly in the saved and published versions of your document, blog post, or other content. This is useful to show code examples in your documentation. Supported code styles are SQL, XML, Java, JavaScript, Plain text, C++, C#, CSS, PHP, Ruby, and Python.

- To apply the code formatting, select the block of text you want to format, then click the ›› > **Syntax Highlighter** and select the language-specific formatting you want.

Here are a few code examples.

SQL:

```
01. UPDATE Gelato
02. SET AverageTemperature = 32
```

XML:

```
01. <topic id="gelato">
02. <section><title>Tin Roof</title>
```

Working with links

Use icon on the toolbar to insert a link. You can also paste the link in the editor directly.

When you paste an internal link, the editor automatically generates a title for the link. For custom titles, use the toolbar option.

Repurposing content items

If you want to use an existing document or another item as the base for a new one, the HTML editor can help.

In Jive, you can copy existing documents or create templates for them. For more information, see Copying content on page 104 and Creating templates on page 105.

But if you need more flexibility, you can create a new content item and use the HTML code from an existing item as the base for a new one. For more information about working with source code in the content editor, see Using content editor on page 68.

To start a new document using an old one as the base:

1. Go to the document you want to start with, and click **Edit** in the Actions menu.
2. On the editor menu, click **<HTML>**.

   This switches the document editor into HTML mode and exposes the HTML code.
3. In a different browser tab, start creating a new document.
4. Click **<HTML>** to switch the new document into HTML mode.
5. Select all the HTML in the base document and copy it, then paste it into the new document.
6. Switch the new document back to the full editor and edit the document before saving.

Earning status points

When you create or respond to content in Jive, you earn status points in the community.

The success of the community depends on your contributions, so you are rewarded with points for getting involved. Over time, you develop a reputation for reliability and authority in your favorite areas. The more people participate, the more information that is available for the community as a whole. You can become a top participant in your community by earning status points.

Checking your points

To find out how many points you have:

Quick view	Hover over your name from anywhere in the interface. In the profile hover card, you can see your points and level listing, as well as any badges you have earned. For a more detailed view, click your name to go to your user profile. Or go to a Latest Acclaim notification in your Inbox. Scroll down through the notification to see your points and how you rank in a list with other community users.
Detailed view	Go to your user profile by clicking **your avatar** > **View Profile** or your name anywhere in the interface, and then click **Rewards**. There you can see a full listing of the badges you've earned, quests you've completed, your points total, and how many points you need to get to the next level.

Note: In places, the Your Progress or Top Participants tile (which one you see by default depends on how your community is set up) shows your status points for your activity in that place only. You may notice that this tile shows different point levels depending on what place in the community you are looking at.

Earning points

Because each community can be set up differently, you should ask your community administrator for details about status points. What activity is rewarded, status levels, badges, and points awarded may vary. Depending on how your community is set up, you may earn points and badges when you involve yourself in the following types of activity:

- Post a discussion or question, or respond to one
- Correctly answer a question
- Provide helpful information in the replies or comments of documents, discussions, and blog posts
- Create new documents
- Create new blog posts
- Complete new tasks in a project
- Create a new status update
- When someone likes your status update
- When someone shares your status update

Note: When content is deleted, status points are also deleted.

Sharing content with other places

To make using the community easier for people who tend to focus on certain groups, spaces, or projects, you can share your content with their place even if you initially post it in another place. When you share content with a place, it shows up in that place's activity stream. Anyone following the place where the content is shared receives a notification in the stream.

People who don't have access to the original content can not have access to the shared one either. For example, you post a Contact List document in the Human Resources group, and some Engineering managers have access to the Human Resources group, but they spend most of their time in their Engineering group. You could share the document with the Engineering group, which is open, and know that only the managers can search for and view the Contacts List document.

This feature is turned on by default in internal-facing communities.

To share content with multiple places:

1. Go to the piece of content you want to share, such as a document, blog post, or discussion.
2. Click **Share** in the menu.
3. Enter the name of the place you want to share the item with, or use the place picker to navigate to and select the place.
4. If required, add more places.
5. Type a note about the share in the **Message** box.
6. Click **Share**.

To let you know that the share was successful, you can see a green bar at the bottom of the screen. At the top, you can see the places it has been shared with so you can keep track. You can click the **x other places** link to see which other places the item has been shared with.

Who can see my content

In Jive, people post content in places. This means that all content (such as discussions, documents, and blog posts) are published in a containing place (space, sub-space, group, or project). All places have visibility permissions (set by the place owners) that determine who can see the content posted in that place.

For more details on content visibility, see Public and private communications on page 131 and Content visibility options on page 134.

Creating hidden content

In addition, each user has their own personal container. Content that you set as **Hidden** before you publish it is stored in your personal container and is private to you. When you publish Hidden content, only you can see it as a content update in your streams; other users do not. For more information, see Creating documents for yourself on page 78.

Limiting content to a few people

Alternatively, you can publish something in your personal container and select to show it only to **Specific People** whom you designate before you publish. In that case, only you and those other people can see the content and only those people can see it as a content update in their streams.

Limiting content to multiple places

You can also publish in one place and share it with other places. As long as people have access to view the original content, they are also able to access it from the place you share it with. They can find it in the Content tab for that place.

Limiting discussions and questions to a few people

Similar to other content types, you can publish discussions and questions so that only a few people can see them. For more information, see Creating direct messages and private discussions on page 136.

Saving a document or blog post as a draft

Another handy feature is Save As Draft which allows you to share a draft of a document or blog post with other users before you publish it. This is helpful for working together on a document or blog post before you publish it for a larger audience. Drafts are not visible in any streams. For more information, see Saving drafts on page 78.

Differences between documents, blog posts, and discussions

Documents, blog posts, questions, and discussions have different purposes and rewards. Here you find suggests ways to think about these content types.

Documents

Purpose	Collaborate with others on a single document; capture information that should be available for a while; create a report, agenda, or meeting notes. For more information, see Using documents on page 84.
Format	Most of the content is in the document itself; comments by readers and authors are appended.
Style	Somewhat formal, often in the third person.
Stream updates	Whenever the document is edited (and **Minor Update** is not selected), and whenever comments are added.

Blog posts

Purpose	Express a point of view; call something to the attention of other users; make a proposal to get feedback from others; ponder an idea. For more information, see Using blogs on page 97.

Format	Most of the content is usually in the initial post, with reader comments appended.
Style	Informal, usually in the first person.
Stream updates	Whenever comments are added. Edits to a blog don't trigger an update.

Discussions

Purpose	Make a short observation or assertion to get feedback; report a problem. For more information, see Using discussions and questions on page 81.
Format	Most of the content is in the form of replies to the initial assertion.
Style	Informal, usually in the first person.
Stream updates	Whenever replies are added, and whenever a reply is marked as Correct or Helpful.

Status update tips and tricks

Status updates let you interact with others in the community. You can also delete your own updates, see who liked them, see other people's updates, and several other activities.

Interacting with others from status updates	Comment on, share, follow, or repost a status update by clicking any of these commands in the footer of yours or other user's update.
Limiting your status update to specific groups	Share your update with only a specific group by clicking **Change** beneath the status box, and then selecting the group before you post. When you post a status update to a group, only members and followers of that group can see the update in their attention streams. If the Activity page of the group includes Recent Activity tile, the status update is displayed there as well.
Deleting your status update	Delete your own update by going to your Inbox and clicking on the time stamp in the update (for example, "posted 2 hours ago"). From the permalink page, click **Delete**. Alternatively, you can delete an update by going to your user profile and clicking **Activity** > **Status Updates** . From there, click the update's time stamp, and then **Delete**.
Seeing who liked your status update	Click the number next to **Like** in your status update to see the people who liked it.
Using tags in your status updates	Insert one or more tags in your update by preceding keywords with a hash or pound sign (#) so that you and

	others can find the update more easily later. For more information, see Using tags on page 47.
Filtering by status updates	Filter any of your attention streams by selecting **Filter** > **Status Updates** .
Seeing someone else status updates	Click a person's avatar or name from any of your attention streams, or search for the person from the People finder or Spotlight search. Click on the person's name to go to their profile page, and then click **Activity** > **Status Updates** .

Categories of content

Content categories associate content with keywords for easier searching later.

Content categories are words or phrases predefined by administrators within a particular place, such as a space or social group. If there are categories available in the place, it usually means that the place administrator has given thought to how that place content should be grouped. An administrator who creates a category can optionally associate certain tags with it.

Note: Content categories are used only inside a single place and are different from the place categories that are used to tag and find groups, spaces, and projects.

Applying categories

To apply a category to a content item:

1. Open the content item for editing and scroll to the bottom.

   Under **Categories**, you can see the list of categories that have been defined for the place of the content item.
2. Select the categories in which your content item seems to belong.
3. Click **Publish** to publish the content item and assign the selected categories.

Creating polls

You can use polls to get instant feedback on a question. A poll is a fast way to ask a multiple-choice question in the community.

When you create a poll, you define the question and the possible answers. For example, you could create a poll asking the community if your team should change a workflow process. A poll appears on the home page of the place in which it is created. As people respond to the poll, results are displayed graphically as colored bars. A person can vote only once in the poll.

To create a poll:

1. Click > **Poll** .
2. In **Poll Title**, enter a title for your poll.

   The title appears above the list of options in the published poll, so you should use it as the poll question. For example, "Where should we have the holiday party?"

3. Add a description to provide more information about the poll.

   The description is displayed below the title, and above the options or the results, depending on whether the poll is completed.

4. In **Choice 1** and **Choice 2**, enter answer options.

   For example, choices for the holiday party poll might be, "In the office," "In a restaurant," "At someone's house," and so on. You can also add choices.

5. If required, add more choices by clicking **Add a Choice** and filling in a description for each choice.
6. Select where you want to publish the poll. To get wider participation, publish your poll to the entire community and then share it with people and groups who might be interested.
7. Under **Tags**, add tags to the poll for it to appear in searches.
8. If your poll will be published in a space, optionally select the categories to which this poll belongs.
9. To change the publish and end dates of the poll, do the following:
   a. Under **Advanced Options**, select **Change voting options**.
   b. Set the dates when you want to publish the poll (immediately or a specific date) and when you want voting to end (on a specific date, in a specified amount of days, or manually).

   The created poll appears in the place you have chosen.

10. Click **Create**.

Events

Events allow you to schedule, discover, and RSVP to events from your Jive community or privately manage your own schedule. Events can be created in spaces, groups, projects, or your own personal container, like other content types.

For more information about events, see the Jive Events Help.

Creating documents for yourself

You can create a Hidden document to keep it private. Later, you can change the visibility to include other people if you need to.

If you don't want others to see your content, you can keep private documents, events, tasks, bookmarks, ideas, and uploaded files. You can either publish items as hidden or save as draft to ensure no one else can see it. For more information on which content types can be hidden, limited to specific people, or public, see Content visibility options on page 134.

To create a document that is visible only to you:

1. Click  > **Document** or another content type.
2. When you finish editing, under **Publish Location**, select **Hidden** before you publish or save as a draft.

Similarly to documents, you can create other private content items.

To see your hidden content:

- Go to **Your Avatar** > **Your Content** in the main navigation menu, and then click **Authored** in the left sidebar.

From there, you can edit your content items and keep them hidden, or you could make it visible to other users by changing the visibility options before publishing. You can also filter content by type.

Saving drafts

You can use the Save As Draft feature to quickly jot down and save your thoughts in documents or blog posts. Then, you can come back later to edit and publish your content. You can also collaborate with others on saved drafts before publishing them.

You can save blog posts and documents as drafts. This can be useful if you need time to finalize your thoughts before publishing something. Additionally, drafts are not visible in any streams.

Creating and editing drafts

To save a blog post or a document as a draft:

1. Create and fill in a document or blog post.
2. Click **Save Draft**.

The document is saved as a draft and is not visible to anyone. You can find it on the **Drafts** tab of **Your Content**.

To edit a draft:

1. Go to **Your Avatar** > **Your Content** in the main navigation menu, and then click **Drafts** in the left sidebar to see your drafts.
2. If required, filter your Drafts results by documents or blog posts.
3. Click on the draft to edit the content.
4. Click **Publish** to save and publish the draft.

   You can edit the content and save it again as a draft, or publish it.

Collaborating on drafts

You can collaborate on drafts of blog posts or documents before you publish them or share an existing draft with other users.

To get people to collaborate on an existing draft:

1. Open the draft.
2. Click **Share** in the upper right corner of the page.
3. In the **Share** dialog box, select the people you want to share the post with and include a message for them.
4. Click **Share**.

The recipients are able to edit the draft and either save it as a draft or publish it.

Using user profiles

Use your profile to express who you are to your community. If you have something you want the community to know about you, add it to one of the cards that can be found here.

Your profile also shows everyone what you've been working on, who you're connected to, the recognition you've been getting, and the groups you've most recently visited.

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 on page 80.

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.

Adding and endorsing skills

You feature skills on your profile by adding them, and you endorse other user's skills by going to their profiles.

Skills not only provide more information about others in your community, but they also tag people with those skills, so when you search the community for users, you can filter by skills.

To add skills to your own profile:

1. Go to **Your Avatar** > **View Profile** to view your profile.
2. Under **Skills and Expertise**, click **New skill** and type your skills.

   Select a tag, or create a new one — just type a word or phrase and press `Enter` to turn it into a tag.

3. Click **Add** to save your skills.

To endorse the skills of another user:

1. Go to their profile.
2. Under **Skills**, click **Endorse** and type their skills.
3. Click **Endorse** to save the skills.

Community users need to accept new endorsements via an Inbox notification before they show up in their profile. You can see new skill alerts in your activity once community users approve endorsements. To back up an existing endorsement, click the plus sign next to the skill listed in their Skills card.

Setting up content visibility options

If you're concerned about privacy, you can limit who sees different parts of your profile by editing your privacy settings.

To limit profile visibility:

1. Go to **Your avatar** > **Edit Profile** .
2. Go to the **Privacy** tab.

3. For each profile field, select who can view it.

   If you select everyone, then all users can see the contents of that field. Your community administrator may control who sees certain fields, such as those without a **Visible to** option.

4. Take a look at how others can see your profile by using the **Preview your profile** tool in the upper right corner of the page.
5. Click **Save** to save the changes.

Using discussions and questions

Use questions and discussions to ask questions or introduce new ideas to the community.

Discussions are a quick way to get an answer to a question or feedback on an idea. You can attach a file or insert an image, video, or code example into a discussion to better explain your question or idea.

A questions or a discussion?

Here's the difference between these two content types:

Discussions A discussion can help you get feedback on your latest idea or assertion, for example, "The Accounting team needs feedback on the new expense reporting process" or "To fix or not to fix the old copier on the third floor..." These kinds of open-ended questions or ideas can encourage a good discussion in the comments. You or other users can mark any of the replies as the Decision, a Success, or for Action. For more information, see Using Marking feature on page 106.

Questions A question can help you get a quick answer to a burning question, for example, "Have you seen my red stapler?" or "How many pieces of flair are required on our uniforms?" Anyone can jump right in to answer your question in the comments. To post a question, you mark a newly created discussion as question.

Creating questions and discussions

- To start a new discussion, click  > **Discussion** .

  Note: You may not see this option depending on how your community is set up.

- To convert a discussion to a question, select the **Mark this discussion as a question** check box while editing the discussions.

  If you don't initially mark the discussion as a question, you'll have 15 minutes to change your mind after you post (the default is 15 minutes; your community administrator may change that setting). Within that time, you'll see a link to change your mind in the discussion post.

For either a question or discussion, you can attach a file or insert an image, video, or code example to explain your question or idea to the community better.

Later, if you want to transform a question or discussion into a document, you can save it as a document. For more information, see Converting discussion threads to documents on page 150.

Tips and tricks

- If you want to keep track of unanswered questions in a place, use the Unanswered Questions tile on the place's Activity page. For more information, see Adding tiles to Activity page on page 174.
- If someone replies to your question or discussion with useful information, it's good practice to mark their reply as either Helpful (discussions and questions) or Correct (questions only). That way, others who have the same question or thought can quickly see which replies are the most useful. A Helpful reply is on the right track, while a Correct reply answered the question. Correct and Helpful answers earn status points for their creators. Note that only system administrators, place owners, and question authors can see the Correct Answer option. For more information about status points, see Earning status points on page 71.
- Tag discussions and questions, so that others can search for and benefit from them later.
- You can set discussion replies and content comments to be displayed all on one level (flat) or indented hierarchically (threaded). For more information, see Flat and threaded views in discussions and questions on page 82.

Choosing where to publish discussions and questions

When you're ready to post the question or discussion, you need to decide how and where to make it visible. Carefully choosing a space or social group makes the question or discussion more visible to people who follow the place where you publish it. For example, publishing a question about technical support in the IT group can ensure the question is displayed in a stream for users who follow or belong to that group.

Your discussion or question also inherits the permissions of the place where you publish it. Therefore, publishing in a members-only group limits participation to people who are members of the group. If you want community users to be able to search for and stumble across your question, don't publish it in a private group.

On the other hand, if you need a question or discussion to be confidential, you could publish in a private group. You can also choose to publish your question or discussion only to specific people.

Flat and threaded views in discussions and questions

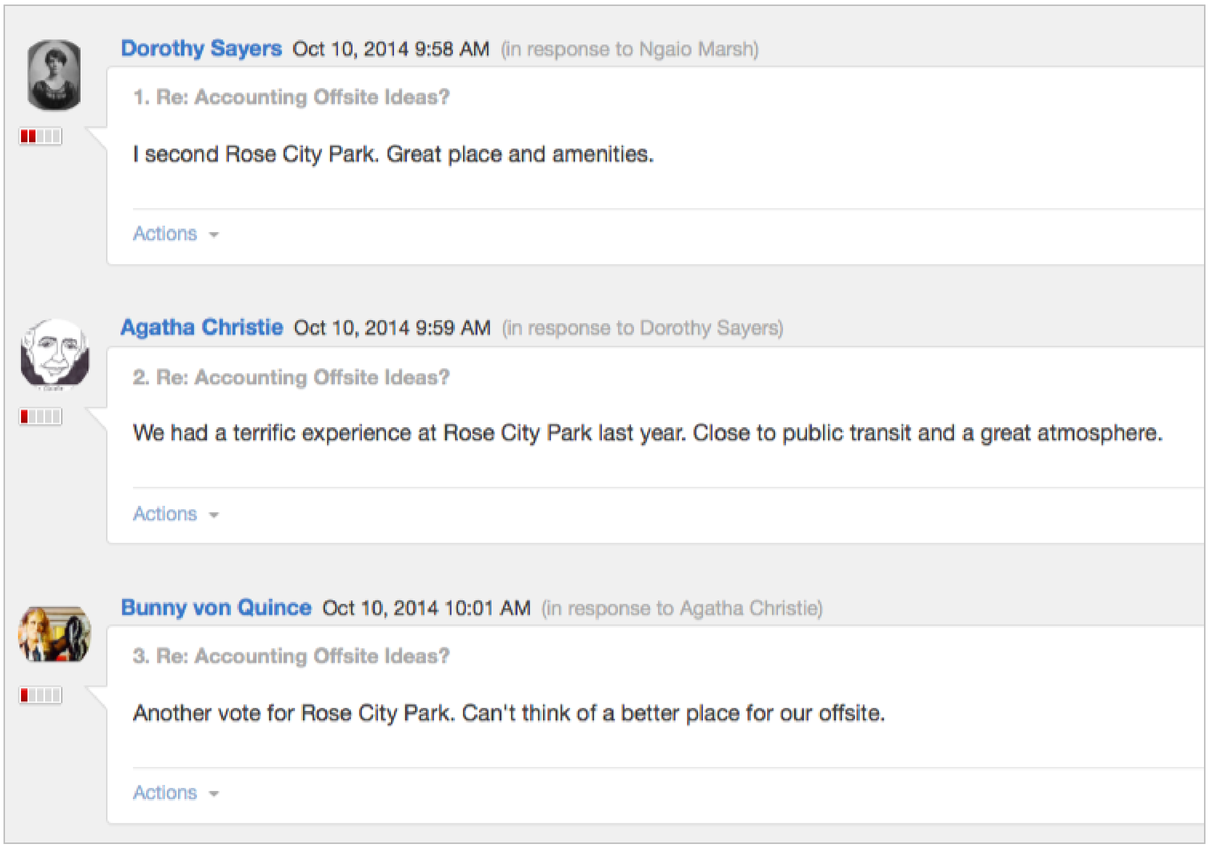
You can set discussion replies and content comments to be displayed all on one level (flat) or indented hierarchically (threaded).

Note: Replies to questions are shown in a unique order: the Correct Answer is always shown at the top, followed by replies with the most Helpful marks.

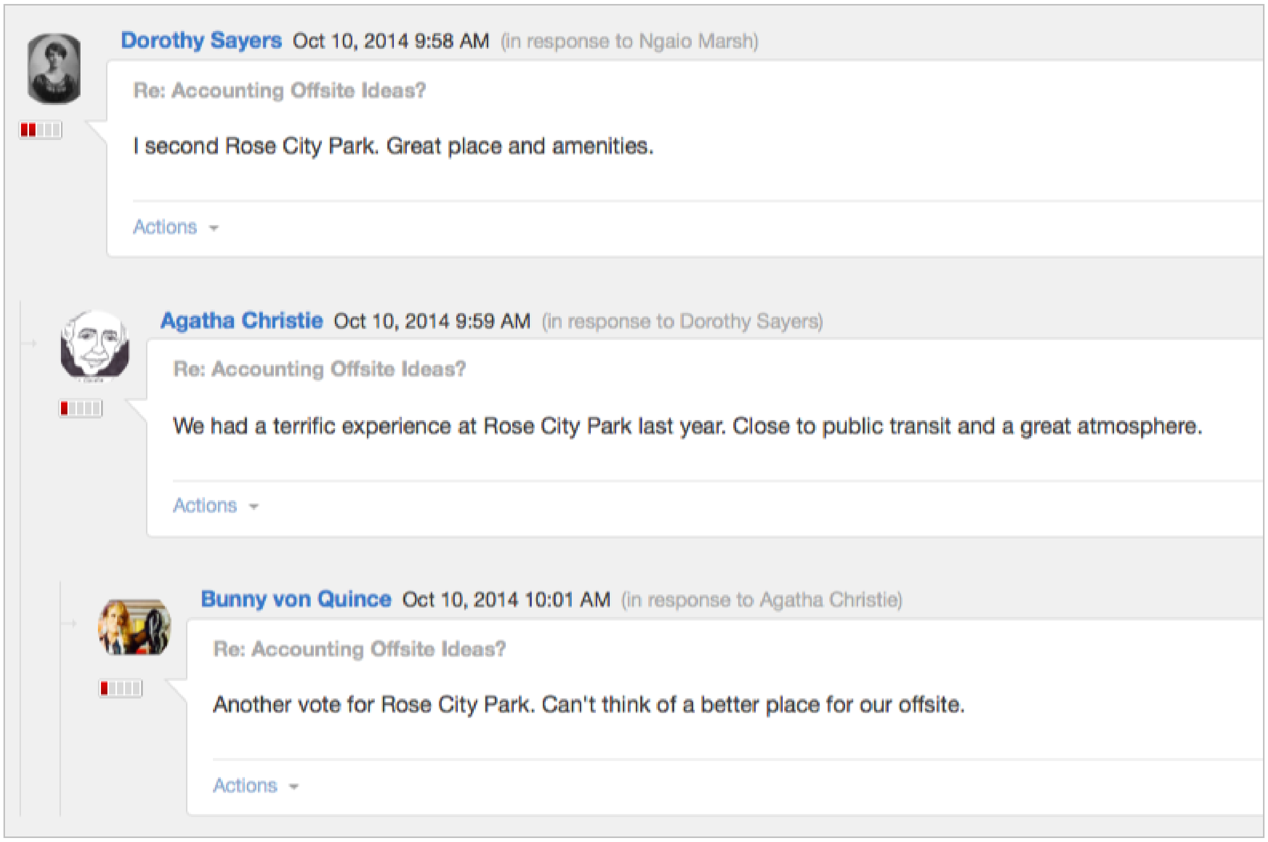
Discussion views

The flat and threaded views look like this.

Flat view In *flat* view, you can see comments and replies chronologically in the order they were received, and there is no indentation between responses. This view can be helpful if you like to see comments in the order they were made. However, it can become difficult to follow conversations between people when a discussion is longer than a few comments.



Threaded view In a *threaded* view, you can see which post a person is responding to because comments and replies appear indented beneath the post to indicate embedded replies or comments. This can help you follow conversations because responses remain associated together visually.



Setting up discussion view

To set up your view style preferences:

1. Go to **Your Avatar** > **Preferences** in the upper right corner.
2. On the **General Preferences** tab, select your **Discussion View Style** and **Comment View Style**.
3. Click **Save** to save and apply the changes.

Using documents

Jive is a powerful tool for creating and uploading documents, collaborating on them with others, and managing versions.

You can create documents in Jive or upload documents from outside of Jive, such as Microsoft Office documents or Adobe PDFs. Documents can be available for viewing or editing only by you, a group of people you designate, or the entire community. For more information about uploading external files to the community, see Uploading files to Jive on page 85.

You can also view and manage the changes between versions of a document, including restoring a previous version so that it is the current version.

- To create a document, click  > **Document** and start writing.

Choosing where to publish a document

When you're ready to save the document, you can decide how and where to make it visible.

Choosing a place, such as a space or social group, makes the document more visible to group members who follow the place where you publish it. For example, publishing your schedule document in the Sales Kickoff Planning group highlights your planning for anyone who's following that group in a stream.

Your document also inherits the permissions of the place where you publish it. Publishing in a private group, for example, limits the viewers of your document to the people who are members of the group. If you want community users to be able to search for and stumble across your document, don't publish it in a private group. On the other hand, if you need a document to be confidential, a private group could be the right place.

Controlling who edits documents

Even when you publish your document in a public place, you can still control who can edit it. After you add the text for your document, scroll down the page and use the Collaboration Options to set the editing and commenting permissions. You can also specify that another user must approve the document before it is published. For more information, see Document approval on page 148.

If you want to be the only one who can see your document, select **Hidden**. You can add more people as viewers or collaborators later if you change your mind.

Managing versions

When a document has been edited and published multiple times, you can view and manage the differences between versions and delete specific versions, or restore a previous version so that it is the current version.

To manage a document's versions,

- Click **Version** to view a particular version, compare changes between versions, or restore a particular version.
- Click **Manage versions** to view the version history, restore a version to be the current version, or delete a version.

Uploading files to Jive

You can upload a variety of files to the community to collaborate on them with others.

Depending on how your community manager has set up your community, you can upload a variety of external file types such as Microsoft Word documents and Adobe PDFs. After you have uploaded a Microsoft Word, Excel, PowerPoint or PDF external file, you can view and navigate through a preview view of its pages.

Note: If you have Jive for Office, you can manage and sync the document with the community while working within Office (Windows only). For more information about this, see Working with shared office documents on page 88.

Uploading a file is a great way to include an externally-authored document or track its progress. For example, you can upload a Word document, then add collaborators so that it gets reviewed in Jive by other team members.

Uploading a single file

To upload an external file to Jive:

- Click  > **Files** , then click to select the file you want or drag and drop it into the interface.

If your community manager has enabled the antivirus feature, there may be a slight delay while the file is being scanned for viruses. For more on where to publish, and controlling who edits, see Using documents on page 84.

Uploading multiple files

You can use the same procedure to upload up to 50 files simultaneously. (Some communities may have a different setting). Files are named automatically based on their original filenames. However, you can edit the names afterward for greater clarity.

You don't need to worry about filling the activity stream with notifications or sending multiple email notifications when you upload more than one file. The notifications are bundled together into a single notification. If there are only a few, you can see previews of the files in the stream.

Note: The Multiple File Upload feature does not work on Internet Explorer 9. You can only upload a single file at one go. To avoid this issue, it is recommended to use the latest version of Internet Explorer or another supported browser. For more information, see Supported browsers on page 13.

Reserving files and documents

Marking an uploaded file or a document as Reserved indicates that someone is currently editing it so that other users shouldn't edit it until the Reserved badge is removed. It does not actually lock the file or document.

The Reserved badge provides important information about file status for anyone who can't use Jive for Office to edit and merge uploaded files, for example, Mac users. It can also be used to warn users of a published Jive native document that's not ready to be edited by other people yet. The Reserved badge doesn't prevent anyone else from editing, but it shows information about who is working with the item, making it easy for other people to check in with you before adding their own edits. Note that if you want to hide an in-progress Jive document before publishing it, you can just save it as a draft and share it with anyone you want to.

When an author or editor marks a file as Reserved, anyone can see who reserved the file and contact the person if they're unsure whether it's OK to proceed with editing. Anyone with the rights to edit a file or document also has rights to mark it as Reserved. When someone reserves a file, the author and anyone who has already edited the document receive an Inbox notification. You can filter content to find reserved documents, too.

Differences in reserving Jive documents and uploaded files

Jive native documents	Jive already provide an indicator when someone has started editing a document. (However, note that the lock on the document while someone is editing only lasts ten minutes, and after that, it's possible to edit the document and overwrite another user's changes.) Mark as Reserved replaces the need to put "WIP" or another indicator in the title when a document isn't in a state where you'd like other users to contribute. It shows an author or editor's intention to keep working on the document undisturbed until the next time that the author publishes it.
Uploaded documents	Mark as Reserved warns users who don't use Jive for Office that publishing a new version could overwrite and invalidate a version someone is working on locally. (Windows users with Jive for Office have live merge capability and may not need this feature as much.) Marking a file as Reserved does not lock the document or prevent uploading another version. But any other user who clicks **Edit** with the intention of uploading a new file can see a message pointing out that the file is currently reserved for editing.

Marking as Reserved

You can reserve a document or file to alert other users you're working on it. This doesn't lock the document, but it alerts other users that you are planning to update the item.

Reserving documents is especially useful if you're using uploaded files, but can't use the Jive for Office. The Reserved badge doesn't prevent anyone else from editing, but it shows information about who is working with the item, making it easy for other people to check in with you before adding their own edits. For more information, see Reserving files and documents on page 86.

To mark a file as Reserved and remove to remove the marking:

1. Go to the document or file you want to reserve.
2. To mark the content item, click **Mark as Reserved** on the right sidebar.

   The Reserved badge is added at the top of the document.
3. To free the file for editing, use any of the following:
   - Click **Unmark** next to the Reserved label on the document or file page.
   - Publish the item. When you or anyone else publishes a new version, the Reserved badge is removed.
   - Mark it as Final, Official, or Outdated. These markings override Reserved, and the reserved badge is removed.

Working with shared office documents

With Jive for Office, you can share your Office documents with others in your online community. As you make changes to a shared document on your computer, Jive for Office synchronizes the document with the version that's visible in the community and provides real-time notifications to users working in the same document.The notifications tell users that content has changed and give them the option to incorporate the changes into their version using a merge tool. This keeps the content on the community up to date but also synchronizes comments, tags, and collaboration settings between the community and your document.

This feature is supported for Microsoft Office running on Windows. For more information about supported Office versions, see the Jive for Office Guide or the Jive for Office 365 Guide.

If you have the appropriate permissions, you can edit everything but the content of a shared document in the community. In the community, you can edit descriptions, tags, and categories, and you can use an Office program to edit the document content.

What you can do

With Jive for Office, you can upload Microsoft Office documents to your community, then keep changes to the document in sync while you work in Office.

In particular, with Jive for Office you can:

- Upload Office documents to your community without leaving Microsoft Office. When you upload a document, the community displays a preview of the document. However, the document must still be edited by using Microsoft Office.
- Use Jive in the Office toolbar ribbon to:
  - Change collaboration options to indicate who can edit the document in the community.
  - Create a document for your community.
  - View the currently published version of your local document in your community.
  - Share your document with others.
  - Check for updates to the document.
- Use the Dashboard to:
  - See who else is editing the document.
  - See how many people viewed the document, who created it, and who’s contributed to it.
  - View, add, delete, and reply to comments.
  - View and add tags to help categorize the document in the community.
  - Edit the document's description.

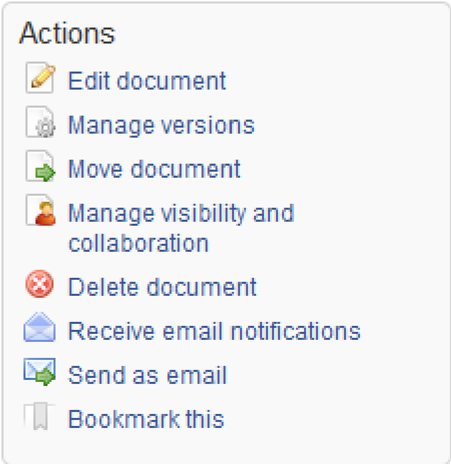
- View older versions of the document.
- Rate the document and see how others rate it.
- Browse files similar to the open file.
- Take a look at more files created by the author.

Getting Jive for Office add-on

You need the Jive for Office add-on to share documents between Office applications and your community, which requires Microsoft Windows.If you don't have the add-in, you can get it when you're viewing an uploaded Office document in the community.

To get the Jive for Office add-in:

1. In your community, go to an Office document.
2. To the right of your document, click the **Download Jive Connects for Microsoft Office** link as shown in the following image.



Getting connected to your community

After you first install Jive for Office, it might not be completely set up to connect to the community you want to synchronize documents with. To connect, you need to provide your user name and password.

To get connected to your community:

1. In the **Jive** menu, click **Accounts**.
2. Click **Add** to add your Jive account.
3. Enter the **Community URL**, which is the exact URL that you use to navigate and login to your community.
4. Enter your Jive user name and password.

Now that you connected to your community, you can add documents to the community. For more information, see Adding documents to community on page 90.

Adding documents to community

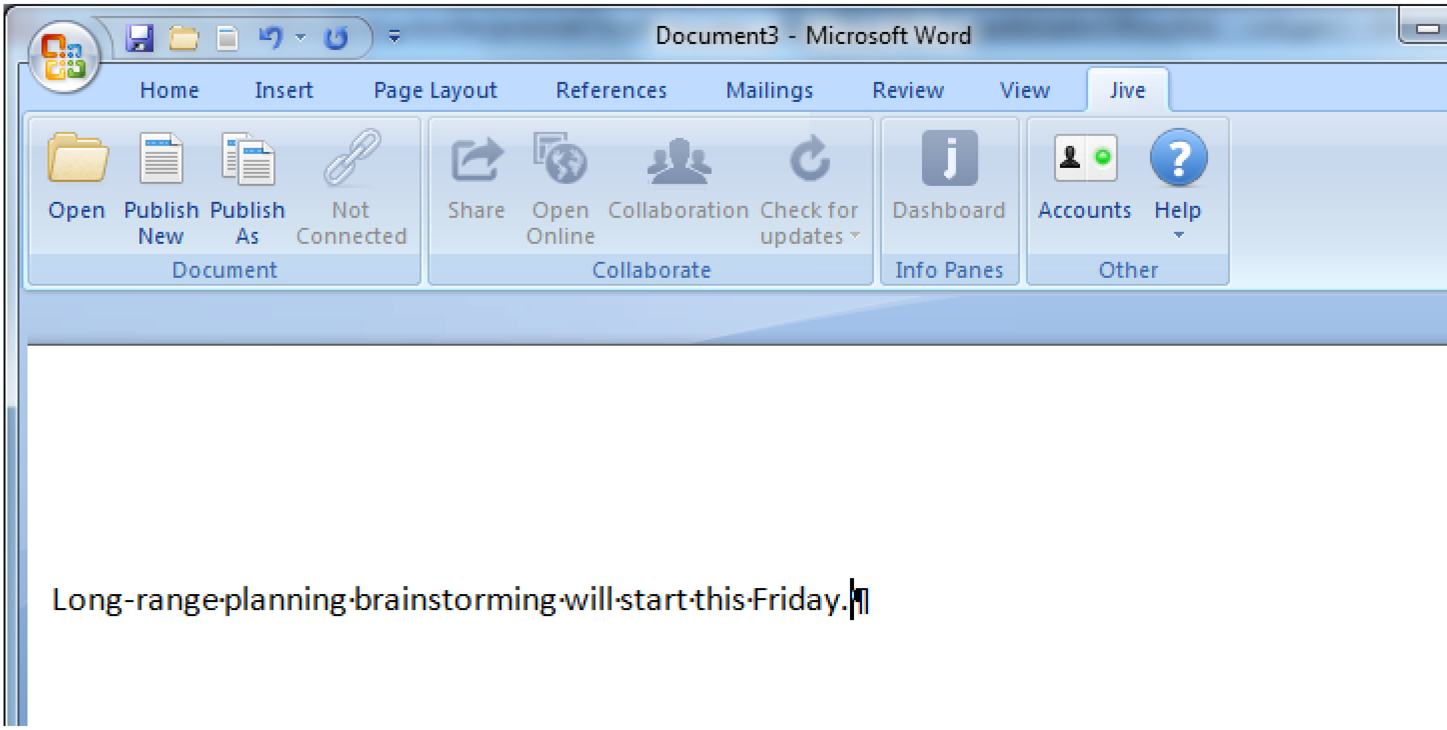
To have an Office document appear in the community, you can either add it using Jive Connects for Microsoft Office or upload the document from inside the community.

Adding documents from the Microsoft Office side

To add a document using Jive Connects for Microsoft Office:

1. Connect to the community. For more information, see Getting connected to your community on page 90.
2. Open or create a document in Microsoft Office.
3. Click **Jive** > **Publish New** as shown in the following image.

Note: Once the document is added to the community, clicking **Publish Update** uploads your changes to the community.



4. In the dialog box, navigate to the place in the community where you want to save the document.
5. In the **Document Name** box, enter the name at the bottom of the dialog box.

   You can also add tags to help other users find your document in the community; provide an optional description; and decide who can edit your document. Also, you can change the local file location for your document by editing the **Store At** path.

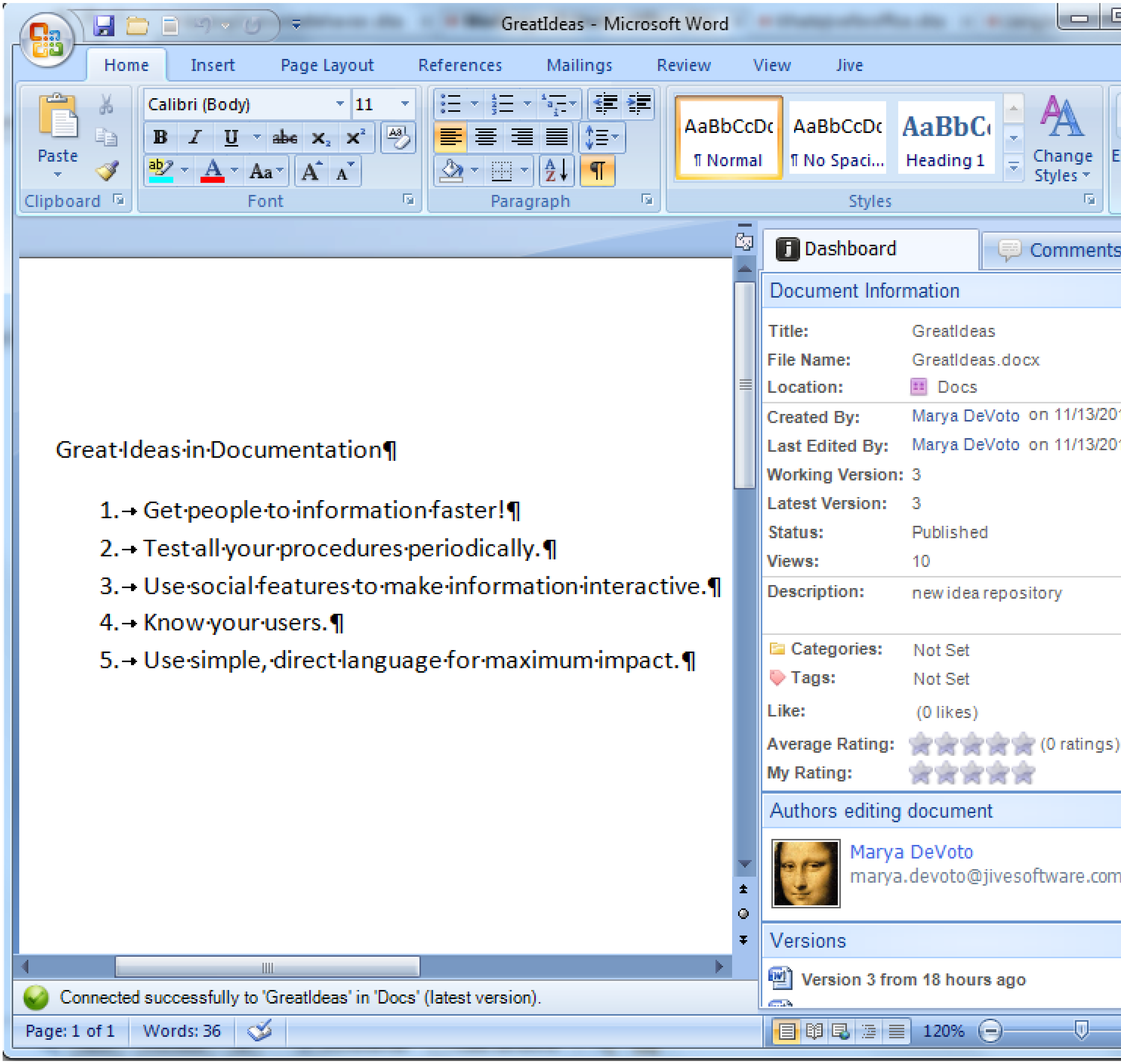
   Note: You don't need to save your document or changes to your document locally before publishing to Jive.

6. Click **Save**.
7.

You can synchronize the uploaded documents with the rest of the community. For more information, see Keeping documents synchronized on page 93.

Attention: When you add an Excel spreadsheet to a community, Jive for Office adds a hidden spreadsheet that contains a copy of the original spreadsheet with additional metadata. This copy is used to track changes and allow collaborative working on the spreadsheet.

Once the document is added to the community, you can click **Jive** > **Dashboard** to display a panel of information about the document, such as comments, ratings, and the current version number. The following image shows the Dashboard.



Adding documents from the community side

To add a document from inside the community:

1. From your community, click  **(Create)** > **Document** .
2. Select **Upload a File**.
3. Select the location for your document.
4. Click **Choose File**.
5. Select the file from your desktop.
6. Click **Publish**.

Depending on the size of your document, it might take a few seconds to upload it.

Create a new document from an existing one

To avoid a few steps, you can just upload an existing document and rename it as a new document to start fresh within the community. This creates a newly uploaded document in the community, leaving the previously uploaded document in the community as it was when you last synchronized. The new document will have the content of the previous one, but won't have its other properties, such as comments, collaboration settings, tags, and so on.

Note: Making a new document in this way leaves you with an Office document that has the same content, but without all of the community-related information. To get the previous Office document with that information, go to that document's page in your community and click the **Download** link beneath its preview.

To create a new document from an existing uploaded document:

1. In Office, open the document you want to start from.
2. Select **Jive** > **Publish As** .
3. In the dialog box, navigate to the place in the community where you want to save the document.
4. In the **Document Name** box, enter the new name at the bottom of the dialog box.
5. Click **Publish**.

Keeping documents synchronized

After you've connected your community to Office, Jive Connects for Microsoft Office keeps your documents synchronized with the community.

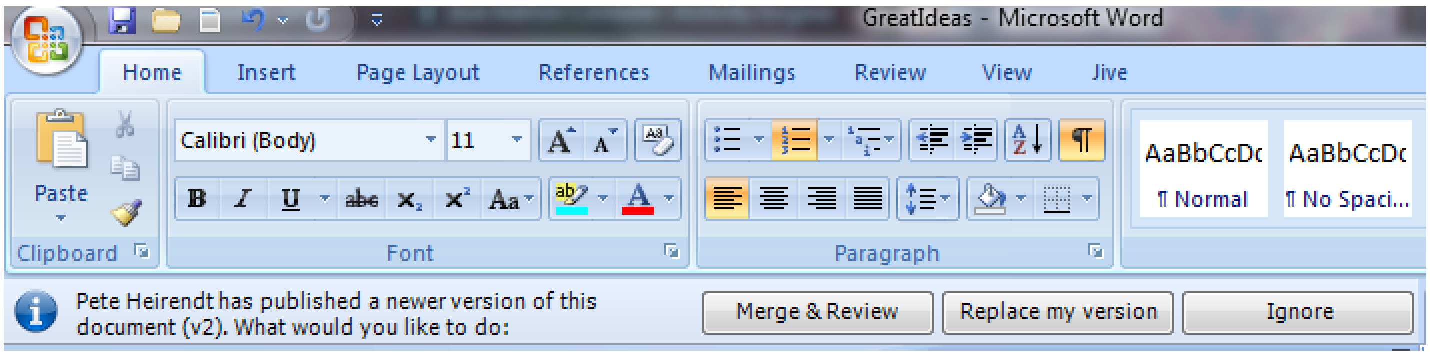
Jive for Office does the following:

- Updates the document preview in the community when you save changes to the document's content.
- Updates the Office document comments list with comments made in the community.

- Lets you see updates from others in your community and review them before using them.
- Keeps changes to community-related document properties in sync between the Office application and the community. When a change is made in one place, it shows up in the other. You can see the following properties in the Dashboard:
  - Tags
  - Categories
  - The document's title
  - The document's description
  - Revision activity
  - Document's state

To get document updates from the community:

1. When your document has been updated by someone in the community, you get a real-time pop-up notification. Alternatively, you can also click **Check for Updates**.



2. If there are no changes, a message tells you so. Otherwise, you can select how you want to deal with the changes:
   - **Replace my version** to accept the newer version, overwriting your own local changes. (You can also **Overwrite Local Version** from the Jive toolbar at any time if you want to discard your local work and start over with the published version.)
   - **Merge and Review** to review which changes you want to use.
   - **Ignore** to continue working without accepting or rejecting changes at this time.
3. When you're done working, save your changes so others in the community can see your recent changes.
4. If at any time you want to overwrite the current local document with the version on the community, click **Check for Updates** > **Overwrite local version** in the Jive toolbar.

Working with document versions

As you work on a document in Office, Jive Connects for Microsoft Office keeps track of changes, including community-related information such as comments.It can sync your changes with what's going on in the community with the click of a button. You can even view the changes that have been made since previous versions of the document while in Office. You can also save a previous version as the current one.

The version management feature does its work in part by using the change tracking feature built into Office. That means that if you download a document that someone has made changes to, you might see revision marks placed there by the change tracking feature. The document is fine, but the revision marks can make it hard to read. You can hide the marks in the following ways:

- In Word 2007 or 2010, select the **Review** tab. In the **Tracking** group, select **Final** in the **Display for Review** menu to hide the changes.
- In Word 2003, locate the **Reviewing** toolbar. In the **Display for Review** menu, select **Final**.

Work with document revisions

Jive Connects for Microsoft Office creates a new version of a document whenever you save changes to the document.

To view previous versions of a document:

1. Open a community document. You can see the dashboard on the right. If you don’t, select Jive in the toolbar and click **Dashboard**.
2. Under **Versions**, if the version you want to see isn't visible, scroll down to display it. Previous versions are listed with the date and time when they were saved. If you hover over a version, you can see the name of the person who published that version.
3. From the list of versions, click the one you want to view.

Note: You can't save a previous version as the current one. To recover a previous version, open that version and publish it under a new name.

Work with document activity

Jive Connects for Microsoft Office displays a list of activity related to the document. This activity includes versions saved and comments added. By clicking certain items in the activity list, you can add information to it. For example, you can view and add comments from the **Comments** tab.

To view document activity:

1. In Office, click **Jive** and then click **Dashboard**.

In the **Overview** panel, you can see details about the document, such as when it was last edited and what version you're looking at.

2. Click the arrows next to tags, categories or description to add or edit this information and have it shows up in the community.
3. In the **Comments** tab, click **Reply** to add a comment to the open document. These comments show up in the community as comments. For more information, see Adding comments on page 96.
4. You can also browse other documents that the author has created or documents similar to the open document.

Adding comments

When you comment on a document in Office or the community (as opposed to adding inline comments in the body of a document), your comments are synchronized and appear in both places. When you add inline comments in either location, these comments are visible where they are created, but are not synchronized or visible from the other location.

There are two kinds of comments for shared Office documents:

- *Document comments* are like those people make elsewhere in the community. People can usually comment on shared documents just as they comment on other kinds of documents. These are added in the community or in Office. You can see these in Office when you go to **Jive** > **Dashboard** and then click the **Comments** tab.
- *Inline comments* appear in the document itself. An inline comment is a way to add a comment to a particular part of the document. When you add an inline comment in the community, it shows up in the community on the **Inline Comments** tab at the bottom of the document, as well as in the document preview, but is not visible in Office. Inline comments you create in Office can be seen in the **Review** tab when you select **Final Showing Markup** in the Tracking group, but cannot be seen in the Jive community.

To add a document comment:

1. In Office, go to **Jive** > **Dashboard** , and then click the **Comments** tab.
2. Type your comment.
3. Click **Add**.
4. You can also click **Reply** to reply to an existing comment or **Delete** to delete an existing comment.

Adding collaborators

You can add collaborators to work on your Office documents.

By default, when you use for Office to add a document to your community, the document's collaboration options are set as follows:

- Only you can edit the document when you save to your personal container.
- Anyone can edit it when you save it to an open place.

You can change these defaults to fit the document needs.

To change collaboration options:

1. On the **Jive** toolbar, click the **Collaboration** button.
2. In the dialog box, select the option to set who can edit:
   - **Specific people**: Only the people whose names you choose can make changes. If you select this, begin typing the person's name in the box beneath **Specific people**. When their full name appears, click it to add it to the list.
   - **Just you**: Only you can make changes to the document's content.
   - **Anyone**: Anyone in the community can make changes.
3. Click **Update**.

Using blogs

Use blog posts to express ideas or opinions and get community feedback. If you've got something to say, you can write it in a blog.

- Use your blog to express opinions, call attention to noteworthy items you've seen (such as an article on the Internet), or make proposals.
- Because other people can comment on your blog posts, they are a great way to pitch ideas that could impact the team or the organization. Of course, you can comment on other people's blog posts, too.
- Your community might include several blogs, for example, "Bill's Blog" (with posts from Bill) or "The Human Resources Blog" (with posts from people in the HR department). Your administrator can also create personal blogs and associates them with particular people or teams.
- If you want to see some of the blogs in your community, go to **Your Avatar** > **Your Content** , select **All** on the left, and then click **Blog Posts**.

  You can see the latest blog posts from around the community.

Adding blog posts

To start a new blog post:

- Click  > **Blog post** and write a post.

If you haven't created a blog before, you get a choice between setting up your own personal blog and posting in a blog belonging to a particular place. Place blogs typically relate to the subject matter of a group or space.

After you've written some content and decided where to publish it, you can also decide whether to publish it right away by clicking Publish, or whether to schedule it for a later date. Select **Schedule when this post gets published** and then select the time and date you want.

Managing blogs

When you manage your blog or your place blog, you can create new posts, view and post comments, import content from an external blog into your Jive blog, subscribe to your blog's comments, and set other options.

To manage your blog:

1. Go to **your avatar** > **View Profile**.
2. Click **Content** and click on your blog's name to go to your blog's home page.

Note: You may not see your blog if you haven't created any blog posts.

---

3. Click **Manage** in the Actions list on the right.

If you are a place owner, you can manage your place's blog, too. From your place's landing page, go to the **Manage** > **Blog** .

Designing blog posts

You can choose to arrest visual elements for your blog post, including images and an enlarged initial capital.

Some blogs are more word-focused and others are more image-packed. However, you can use the following information and best practices to help make your blog posts look good:

- Include a banner image at the top. If you choose a wide image, you can select which part is displayed by using the Background Position controls while you're selecting the image. The image scales to the size of the browser or screen and fills the banner area, so you can see some variation in how the banner is presented. An image 1200 x 500 pixels typically works well.
- If you want to use a decorative initial capital, select **Enlarge the first letter in the blog post**.
- Change the size of inline images by using drag and drop. To return an image to its original size or change its alignment in relation to the text, click the image and then the image icon.

Importing content into blogs

If you have content from another blog that you want to bring into your Jive blog, you can import it. Jive supports blogs in the Movable Type format.

If you've got a blog in Jive, you can import content from your other blogs. You need to first export content from those blogs into the Movable Type import format. Some blogging tools support this option.

If you export content from WordPress, you might need to do a little editing of the exported content before you import it. When your WordPress blog posts include HTML tags, the file exported from WordPress omits tags that are needed to tell Jive that the HTML is there. You need to enclose the content in <body> tags before importing. Here is an example:

Before	This is my BOLD HTML example.
After	<body>This is my BOLD HTML example.</body>

To import content into your own Jive blog:

1. Go to **your avatar** > **View Profile** to view your profile.
2. Click **Content** .
3. Under **Your Blog**, click your blog name.

Note: You won't see your blog here until you have published at least one blog post.

---

4. Under **Actions**, click **Manage** to open the blog management page.
5. Under **Manage**, click **Import** .
6. Click **Browse** .
7. Find and select your file, and then click **Open** .
8. Click **Upload File** .

Creating custom blog stream

You can use these steps to quickly create a custom stream for all your favorite community blogs.

Before you start adding blogs to a stream, you need to create your own custom stream, as described in Creating custom streams on page 22. It can be something like **Awesome Blogs**. Save the stream, but don't add anything to it yet.

To create a blog stream:

1. Navigate to a community blog you like. Go to **Content** > **All** > **Blog Posts** .
2. When you find a post from a blog you like, click on it, then click the name of the blog post.

   This opens the home page of the blog.
3. Click **Follow**, and select the blog you want to follow.

Every time the blog which you follow is updated or commented on, you can see a stream update and get an email (if you enabled email notification).

If you get too many emails, you can turn off email notifications:

1. Go to **your avatar** > **Preferences** .
2. Clear **Email** for the blogs where you don't want to receive notifications by email.

This option may be not unavailable in your community. For more information, see Customizing notifications on page 30.

Tweeting into Jive

You can tweet from Twitter into your Jive community by using a special hashtag.

If your community administrator has enabled Jive Twitter functionality, you can have your tweets show up in your Jive community by using a special #hashtag in your tweets.

For yourself, you enable this by clicking on your avatar in the upper right corner and selecting **Preferences**. On the **Twitter Preferences** tab, select **Enable**.

You then should sign in at Twitter and allow it to access your Jive community. If your community's special hashtag is not listed on your Twitter Preferences page, you'll need to ask your community administrator for it.

Using visual media

You can make your Jive content more engaging by using images and videos. You can also apply these forms of visual media to your Jive place.

Images in Jive

Jive places can be more engaging with sharing and saving sets of images through collections.

You can embed an image into your content by using the content editor or upload an image as a file. If you are a place owner, you can use images in tiles or widgets to create place pages. For more information, see Using content editor on page 68, Uploading files to Jive on page 85, and Designing activity and custom pages for places on page 172.

Videos in Jive

Bring your Jive content to life by adding videos to your community that you can use in comments, replies, or content items.

If your community has the Video Module and Video Upload enabled, you can upload, record, or embed a video. You can do all of this within content, in comments or replies, or from the pencil icon. Videos that are uploaded by using the pencil icon are known as *video objects* or *top-level videos*. You can also choose a video in your community to add to content, comments, or replies.

With only the Video Module enabled, you can only embed a video from a website.

Publishing videos

You can insert a video in a comment, add it to content, or create one using the pencil icon to publish a video in the community.

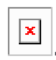
Requirements for recording video

- Webcam must be allowed to record video
- The Adobe Flash plugin must be enabled in your browser
- Video recording must be enabled for your community

Adding videos to comments or content

You can add a new or existing video to a content item or a comment or reply in your community.

To add a video in comments or content:

1. In the toolbar of the content editor, click .

   The **Publish a Video** page opens.

2. To add a new video that you upload, record, or embed yourself, select **Upload, Record, or Embed**, and then do one the following:
   a) To upload, select **Upload a Video**, click **Browse**, select your video, and then click **Open** > **Insert video** .
   b) To record a video with your webcam, select **Record Via Webcam.** You may need to give Flash permission to access your webcam and microphone. Then record a video and click **Upload**.
   c) To embed a video from another site, select **Embed a Video**, enter the URL in the field provided, then click **Import video**. When you see the video, click **Insert Video**.
3. To use a video already in your community, select **Browse community Videos**, then select the video and click **Insert video**.
4. Once you see your video, you can click **Add comment, Publish, Create Document, or Post**.

Adding top-level videos to community (with the Create menu)

Use the create menu, or , to add new top-level videos for your community.

To create a video using the pencil icon:

1. In your community, click > **Video** .

   The **Create New Video** page opens.
2. Select the video source you want to use as follows:
   a) To upload, select **Upload a Video**, click **Browse**, select your video, and then click **Open** > **Insert video** .
   b) To record a video with your webcam, select **Record Via Webcam**. You may need to give Flash permission to access your webcam and microphone. Then record a video and click **Upload**.
   c) To embed a video from another site, select **Embed a Video**, enter the URL in the field provided, then click **Import video**. When you see the video, click **Insert Video**.
3. When you see your video, add a title and description for the video.
4. Select a publish location and then add tags for the video.
5. Click **Publish**.

Downloading videos

You can download top-level videos that have been uploaded to the community as long as you have permission to access them.

You can store community videos on your mobile device or computer for use when you are not connected to the Internet. You can only download top-level videos (that is, uploaded videos from > **Video** > **Upload a Video**).

To download top-level videos:

1. Go to the video content you want to download.
2. Click **Actions** > **Download video** .
3. In the **Download Options** dialog box, select the video quality to download the video.
4. Close the **Download Options** dialog box to return the video page.

Featuring videos

If you featured a video in your place, the users see the featured video in the Featured Content and Featured Video tiles and widgets on the place pages.

You need to be the place owner or administrator to feature the videos.

To feature a video in a place:

1. Go to the place.
2. Click **Videos**.

3. Select either the video you want to feature or **create a video** under the Actions menu to upload a new video.
4. Under Actions, click **Feature this video**.
5. If you no longer want a video to be featured, you can select **Remove as featured video**.

Important: We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see Understanding pages in places.

Supported video providers and formats

Jive supports embedded and uploaded videos in content, comments, replies, and video objects.

Supported video providers

Uploaded video object (videos created from the pencil icon) sources:

- Perceptive Media for uploaded videos.

Embedded sources for both video object and inline in the body of other content types:

- Any `embed.ly` supported source, such as YouTube or Vimeo. For their complete list, see http://embed.ly/providers.

Custom support for the following sources:

- Brightcove - New Studio
- Kaltura Cloud
- Google Drive

Supported formats for uploaded videos

Supported video container type	AVI, MOV, WMV, MP4, MPEG, FLV, 3GP, and 3G2
Supported video codecs	All of the popular MPEG-4 variants like DivX, XviD, H.264, 3IVX, MSMPEG4, and Windows Media 9
Supported audio codecs	MP2, MP3, WAV, AAC (typically seen in QuickTime files), Windows Media audio, and for mobile devices AMR in both narrow-band and wide-band varieties

Video FAQ

Use these frequently asked questions to help you better understand Jive videos.

Will I see all videos when I browse Jive videos?	When you insert a video into content, reply or comment by clicking **Browse Jive Videos**, you can choose from all videos published to the entire community, shared with you, or published to places you have access to, such as a private group you belong to or a space you have permission to view.

Can I mark videos as private?	Video permissions are consistent with content type permissions. When you publish a video to a private place, it is only available to members of that place. If you publish a video to a select few users, only they are able to view that video.
Should Your avatar > Your Content > Videos show all of the videos I've uploaded?	No. You only see videos here that you've uploaded by using the create menu (). When you upload videos into content types, they do not show up in Your Content except as part of that content type.
Can I embed videos from the Kaltura video platform?	Yes, if your administrators allowed embedding videos from the platform. Note that the URL of the embedded video must include the `kaltura.com` part in order to pass validation for the Kaltura platform.

Copying content

You can copy a document as a new document, discussion, or blog post.

Restriction: You must be able to edit the document you want to copy.

Copying documents streamlines quite a few use cases, such as the following:

- Copy documents to different places if you want to push out a clean version and empty comments. This is great for posting release communications to different audiences, such as customers and partners.
- Use a document as a template that can then be used again and again to easily recreate documents. This is useful for processes in a company, or templates with agencies. For more information, see Creating templates on page 105.
- Work privately with your team and then push out a clean copy to a public place or even as a blog post to the News stream.
- Use ghost blogging where the ghostwriter authors the initial version. The publishing author does a copy-document on the initial version to publish it under their name.

To copy a content item:

1. Go to a document you can edit.
2. Click **Actions** > **Create a Copy** to open the **Create a Copy** dialog box.
3. Select the content type for the copied item from the available types.

   The available options may differ if the place where the original document is stored does not support some of them, or you don't have permission to publish a particular content type there.
4. Click **Create a Copy** to create a copy of the document.
5. Edit the new item.

Note that the title, body, and tags have all been pulled in from the original document. You can edit all of these, as well as change the place for the content before publishing.

6. When you're finished editing, click **Publish**.

The new item is created based on the source item.

If you want to create a template from a document, see Creating templates on page 105.

Creating templates

You can use the Create a Copy feature to create templates for yourself or others to use.

For example, you might want to create a baseline RFP for your salespeople to use that they can edit and add to before publishing it as a new RFP.

Restriction: You must be able to edit the document you want to copy.

To create a template:

1. Go to a document you can edit.
2. Click **Actions** > **Create a Copy** to open the **Create a Copy** dialog box.
3. Select the content type for the copied item from the available types.

   The available options may differ if the place where the original document is stored does not support some of them, or you don't have permission to publish a particular content type there.

4. If you want to use the item as a template, copy the link provided under **Create a Template**, and then click **Cancel** to close the dialog box.

   You don't need to publish a copy of this document.

5. Paste the link anywhere in the community, for example, in the Helpful Links tile in a place that you own.

When a user clicks the link, they are taken to the template (based on your original document) that they can edit and publish. They can change the title, body text, tags, and place of the new item; all of these are optional. If they make no changes at all, the new content is published exactly like the original but with a number inside square brackets in the title.

Using Marking feature

You can turn a conversation into a real business decision or collaboration success story.

Collaboration and discussion are free-form in your community, but decisions and official versions should be marked clearly. The Marking feature allows you and others to mark items for Action, as a Success, and so on. Visual badges for these states let others know which document is Final, which comment became the Decision, or who has Action items as a result of the discussion.

You and other users can mark the replies or comments of:

- Blog posts
- Discussions
- Documents

In addition, users with edit permissions on top-level items can mark the items as Final, Official, Outdated, Success, or for Action.

Your community manager may limit this feature to specific users and configure which marking options are available in your community.

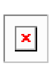
How Marking adds value

Here's an example of how to effectively use the Marking feature in your community.

Let's say the VP of sales has just published a discussion called "Possible Hotels for Sales Kickoff." In the post, she has included a list of hotels that are available, their amenities, and the pros and cons of each. She ends her post by @mentioning the Sales Kickoff group and inviting comments and opinions about the hotels. Over the next few days, over fifty comments are posted to the discussion.

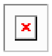
Here's what happens:

1. Two new hotels are suggested. Different thread participants mark those comments for **Action** (**Actions** > **Mark for Action**) and ask the commenters to provide the hotels' availability, amenities, and pros and cons. Those comments now have **Action Item** badges on them. You can click the badge to see any notes included with the action item.
2. The receptionist replies that she has dealt with Hotel ABC and highly recommends it.

   
3. The two new hotels that were suggested are now included in the list, and those actions have been resolved by their owners (**Action Item** > **Resolve**).
4. Based on the receptionist's and others' positive comments about Hotel ABC, the VP of sales decides that it's the best hotel for the Sales Kickoff. She adds a final

comment to the thread explaining her decision and then marks it as the **Decision** (**Actions** > **Mark as Decision**).

5. Now, the VP marks the entire discussion as **Final** to let future readers know that the post has been discussed and decided on. At the top of the discussion, the **Final** badge is now displayed.



Who can mark and unmark?

Different types of users have different permissions to mark and unmark items. The following tables list who can do what for comments, replies, and top-level items, as well as other rules of marking.

For comments and replies

	Who can mark	Who can unmark	Requirements / options	Mark dependencies	Can Comm Mgr globally disable?
Mark as Decision	All users	Original marker, editor of top-level item	Note is required	None	Yes
Mark for Action	All users	Not available	Note is required, share is optional	Unmarking moved to Resolved list	Yes
Mark as Resolve	All users	Original marker, action participant	Note is required	Unmarking moved to Action item	Yes
Mark as Success	All users	Original marker, editor of top-level item	Note is required	None	Yes
Mark as Helpful	All users	Original marker, editor of top-level item	None	None	No
Mark as Correct	Editor of top-level item	Editor of top-level item	Only available on discussions with **Mark this discussion as a question** selected	None	Yes

Editors are users with permissions to edit the top-level content item. These users can see the Edit option in the Actions menu of the right sidebar when viewing the content item.

For top-level items (blog posts, discussions, and documents)

	Who can mark	Who can unmark	Requirements / options	Mark dependencies	Can Comm Mgr globally disable?
Mark for Action	All users	Not available	Note is required, share is optional	Unmarking moved to Resolved list	Yes
Mark as Resolve	Original marker, action participant	Original marker, action participant	Note is required	Unmarking moved to Action item	Yes
Mark as Success	All users	Original marker, editor of top-level item	Note is optional	None	Yes
Mark as Final (discussions and documents only)	All users	Original marker, editor of top-level item	None	Mutually exclusive with Official and Outdated	Yes
Mark as Outdated (discussions and documents only)	All users	Original marker, editor of top-level item	URL is optional	Mutually exclusive with Official and Final	Yes
Mark as Official (discussions and documents only)	All users	Original marker, editor of top-level item	None	Mutually exclusive with Final and Outdated	Yes
Mark as Reserved (documents only)	All users	Original marker	Available on documents only	None	Yes
Mark as I have the same question (discussions only)	All users	Original marker	Available only on discussions marked as questions	None	No
Mark as Assumed Answered (discussions only)	Editor of top-level item	Editor of top-level item	Available only on discussions marked as questions	None	No

Editors are users with permissions to edit the top-level content item. These users can see the Edit option in the Actions menu of the right sidebar when viewing the content item.

Searching for marked content

Marks are ranked differently in search results and have varying visibility options. The following tables list the visibility and searching options of marks for comments, replies, and top-level items.

For comments and replies

	Appears in Searched?	Search rankings influenced?	Appears in content, people, places browse UIs?	Has a dedicated tile?	Can Comm Mgr globally disable?
Mark as Decision	Yes	Positively	Yes	Yes	Yes
Mark for Action	Yes	None	Yes	Yes	Yes
Mark as Resolve	Yes	None	Yes	Yes	Yes
Mark as Success	Yes	Positively	Yes	No	Yes
Mark as Helpful	No	None	Yes	No	No
Mark as Correct	No	None	Yes	Yes	Yes

For top-level items (blog posts, discussions, and documents)

	Appears in Searched?	Search rankings influenced?	Appears in content, people, places browse UIs?	Has a dedicated tile?	Can Comm Mgr globally disable?
Mark for Action	Yes	None	Yes	Yes	Yes
Mark as Resolve	Yes	None	Yes	Yes	Yes
Mark as Success	Yes	Positively	Yes	No	Yes
Mark as Final (discussions and documents only)	Yes	Positively	Yes	Yes	Yes

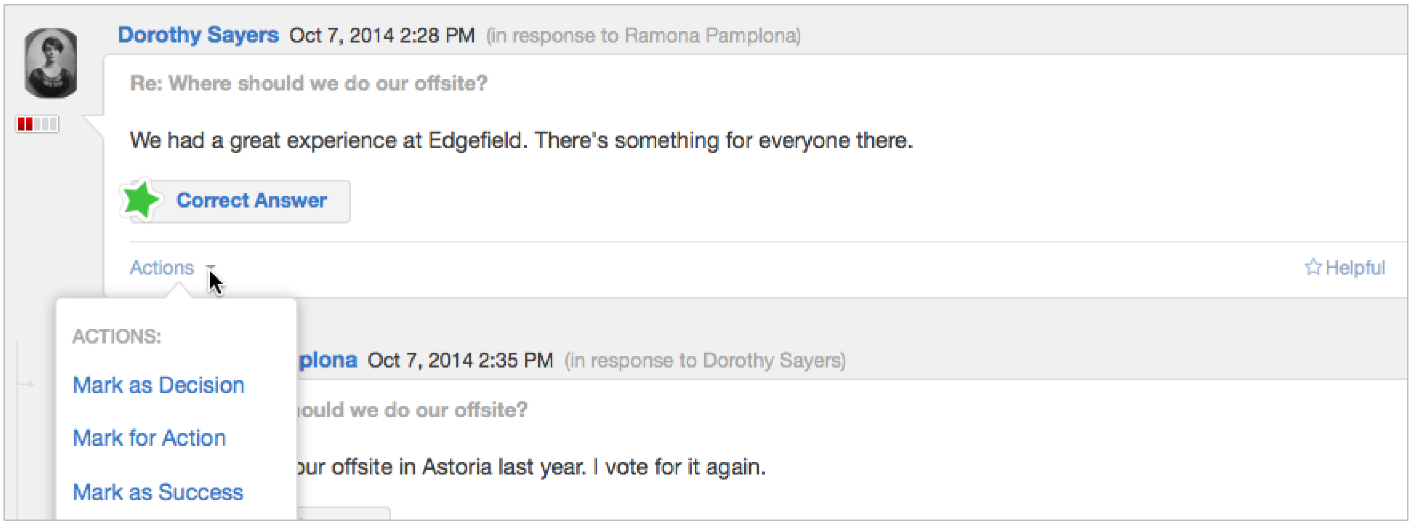
	Appears in Searched?	Search rankings influenced?	Appears in content, people, places browse UIs?	Has a dedicated tile?	Can Comm Mgr globally disable?
Mark as Outdated (discussions and documents only)	Yes	Negatively	No	No	Yes
Mark as Official (discussions and documents only)	Yes	Positively	Yes	No	Yes
Mark as Reserved (documents only)	No	None	Yes	No	Yes
Mark as I have the same question (discussions only)	No	None	No	No	No
Mark as Assumed Answered (discussions only)	No	None	No	No	No

Marking comments and replies

You can mark the comments or replies of discussions, documents, or blog posts in places where you have permission to comment or reply. After you mark an item, you see a badge on it. This helps others quickly see what has been decided on or a success, for example.

To mark a comment or reply:

1.
2. Select the mark you want.



The options are listed in the table below. You may not see all of these depending on how your community manager has set up the marking feature. For more information, see Marking options for comments and replies on page 112.

Options	Description
Actions > Mark for Action	This mark shows others that this comment or reply needs action. You can mark for action for yourself this or, optionally, bring in other participants and leave them a note describing what you need them to do.
Actions > Mark as Decision	This mark shows others that this comment or reply is a Decision. Note that there can be more than one comment or reply marked as Decision.
Actions > Mark as Success	This mark shows others that the comment or reply was a collaboration success story for your community.
Helpful	This mark lets others know that this comment or reply contains helpful information.
Correct Answer	Only system administrators, place owners, and discussion authors can see the Correct Answer mark option and only on discussions marked as questions.

Note the new badge on the comment or reply. If you change your mind later, just click **Unmark** on this same item.

Marking options for comments and replies

You can mark a comment or reply Helpful, Correct, Decision, Success, for Action, or Resolved. You may see all or only some of these marking options, depending on how your community manager has configured this feature.

Note: The Marking feature is different from Tasks, which are a formal way to assign work tasks to people. For more information, see Mark for Action or assign a task? on page 115.

When you mark a comment or reply, a badge appears that displays its state (for example, Helpful or Decision). These badges are visual indicators only; they do not prevent anyone from further commenting or marking any comments or replies as a Decision, Helpful, Resolved, Success, or for Action.

To see who marked the comment or reply and when, click its badge.

You may see all or only some of the following marking options, depending on how your community manager has configured this feature.

Mark for Action	Choose Mark for Action to assign an action to yourself, and, optionally, bring in others. When you bring in others to help, note that doing so doesn't assign the Action item to them; it sends a notification to their Inbox about the action item. From there, they can Take Ownership of the action item. The Action Item badge on the comment or reply lets readers know that the item has been assigned to someone. Other users may Mark for Action other comments or replies as well. For more information on how to resolve your actions, see Resolving action items on page 120.
Resolve	Choose Resolve on an Action (whether you own it or not) when you have completed the action. This lets others know that you've taken care of the issue.
Mark as Decision	Choose Mark as Decision to let others know that this comment or reply is the Decision or one of the Decisions. Other users may mark other comments or replies as the Decision as well.
Mark as Success	Choose Mark as Success to let others know that this was a collaboration success story for your community.
Helpful	Click Helpful to let others know that this comment or reply contains helpful information.
Correct Answer	Only system administrators, place owners, and discussion authors can see the Correct Answer mark option and only on discussions marked as questions. There can be only one Correct Answer. In

addition, your community manager may disable this feature altogether.

Marking options for top-level items

You can mark a top-level item (a blog post, discussion, or document) if you have edit permissions for it.

Note: The Marking feature is different from Tasks, which are a formal way to assign work tasks to people. For more information, see Mark for Action or assign a task? on page 115.

You mark a top-level item from its Actions menu. You don't see this menu if you don't have edit permissions on the item.

After you mark a top-level item, a badge appears that displays its state (such as Final or Outdated). These badges are visual indicators only; they do not prevent anyone from further commenting or marking any comments or replies as a Decision, Helpful, Resolved, Success, or for Action. If you want to prevent further replies on a discussion or question, click **Lock** under the Actions menu.

You may see all or only some of the following marking options, depending on how your community manager has configured this feature.

Mark for Action (discussions, questions, documents, and blog posts)	Choose Mark for Action to assign the item to yourself or others. The Action Item badge lets others know that the content item is being reviewed.
Resolve (discussions, questions, documents, and blog posts)	Choose Resolve on an Action when you have completed it. This lets others know that you've taken care of the issue.
Mark as Final (discussions, questions, and documents)	Choose Mark as Final to let others know that the conversation is complete and no further discussion is encouraged. If you mark something Final, you cannot also mark it Outdated or Official.
Mark as Official (discussions, questions, and documents)	Choose Mark as Official to let others know that this is the official version of this item. This can be helpful for policies and company-wide communications such as the 2014 Holidays in an HR space or the company's Mobile Purchasing Policy. If you mark something Official, you cannot also mark it Final or Outdated.
Mark as Outdated (discussions, questions, and documents)	Choose Mark as Outdated to let others know that this is old information and no longer valid. This can be helpful for old procedures, policies, and processes such as 2011 Health Plan Coverage or Engineering

	Intern Projects 2012. If you mark something Outdated, you cannot also mark it Final or Official.
Mark as Reserved (documents and uploaded files)	Marking an uploaded file or a document as Reserved indicates that someone is currently editing it, so other users don't edit it until the Reserved badge is removed. It does not actually lock the file or document.
Mark as Success (discussions, documents, and blog posts)	Choose Mark as Success to let others know that this was a collaboration success story for your community.
I have the same question (questions only)	Choose this to let others know you have the same question. You see this only on questions that do not yet have a reply marked as the Correct Answer or Assumed Answered.
Mark as Assumed Answered (questions only)	Choose this to let others know that the question is assumed answered. You see this only on questions that do not yet have a reply marked as the Correct Answer.

Marking top-level items

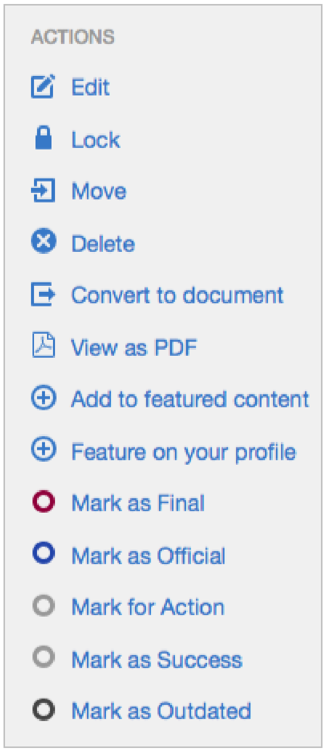
You can mark a top-level item (a blog post, discussion, question, or document) if you have edit permissions for it.

To mark a top-level item:

1. Go to the discussion, question, document, or blog post for which you have edit permissions.
2. In the **Actions** menu on the right, select the **Mark** option you want.

   You may see not all or any of these depending on how your community manager has set up the marking feature.

Note the new badge at the top of the content item. If you change your mind later, you can always **Unmark** from the right side of the badge box.



For the list of marking options, see Marking top-level items on page 114.

Mark for Action or assign a task?

You should understand the differences between Mark for Action and creating tasks and the best ways to use these features.

Actions Mark for Action is part of the Marking feature and allows you to assign content items to yourself for action, or invite others to review them and take ownership. Typically, you should use Mark for Action in an informal, on-the-fly manner when you're discussing something. For more information, see Using Marking feature on page 106.

Tasks Tasks are a formal way to assign and track tasks for yourself or others ( > **Task** or **Actions** > **Tasks** > **Create a task**). You can assign the task a deadline and associate it with a project, such as Sales Kickoff January 2015, or save it as a personal task for yourself. All tasks that are associated with a project are displayed on the Tasks tab of the project. For more information, see Using projects and tasks on page 126.

Mark as Decision or Correct Answer?

Understand the differences between Decisions and Correct Answers and the best ways to use these features.

Decisions Mark as Decision is designed to help you take control of a conversation in the comments section of a discussion, document, or blog post. Users

	can easily Mark as Decision, or Mark for Action to send it to someone else for review. The Final and Official marks for a top-level item (discussion, question, document, or blog post) are additional ways to let users know that a decision has been reached and no further discussion is needed. More than one comment or reply per discussion, document, or blog post may be marked as a Decision, Success, or for Action. Note that you may see all, some, or none of these marking options, depending on how your community manager has configured this feature.
Correct Answers	When the Correct Answers feature is enabled, only system administrators, place owners, and discussion authors can see the Correct Answer option on questions. There can be only one Correct Answer per question. This feature is not limited to a certain type of space or group, but it is most useful in places that are specifically designed to answer questions quickly, such as a customer support space or a human resources group. Community managers cannot configure the Helpful option. It is always available.

Reserving files and documents

Marking an uploaded file or a document as Reserved indicates that someone is currently editing it so that other users shouldn't edit it until the Reserved badge is removed. It does not actually lock the file or document.

The Reserved badge provides important information about file status for anyone who can't use Jive for Office to edit and merge uploaded files, for example, Mac users. It can also be used to warn users of a published Jive native document that's not ready to be edited by other people yet. The Reserved badge doesn't prevent anyone else from editing, but it shows information about who is working with the item, making it easy for other people to check in with you before adding their own edits. Note that if you want to hide an in-progress Jive document before publishing it, you can just save it as a draft and share it with anyone you want to.

When an author or editor marks a file as Reserved, anyone can see who reserved the file and contact the person if they're unsure whether it's OK to proceed with editing. Anyone with the rights to edit a file or document also has rights to mark it as Reserved. When someone reserves a file, the author and anyone who has already edited the document receive an Inbox notification. You can filter content to find reserved documents, too.

Differences in reserving Jive documents and uploaded files

Jive native documents	Jive already provide an indicator when someone has started editing a document. (However, note that the lock on the document while someone is editing only lasts ten minutes, and after that, it's possible

	to edit the document and overwrite another user's changes.) Mark as Reserved replaces the need to put "WIP" or another indicator in the title when a document isn't in a state where you'd like other users to contribute. It shows an author or editor's intention to keep working on the document undisturbed until the next time that the author publishes it.
Uploaded documents	Mark as Reserved warns users who don't use Jive for Office that publishing a new version could overwrite and invalidate a version someone is working on locally. (Windows users with Jive for Office have live merge capability and may not need this feature as much.) Marking a file as Reserved does not lock the document or prevent uploading another version. But any other user who clicks **Edit** with the intention of uploading a new file can see a message pointing out that the file is currently reserved for editing.

Marking as Reserved

You can reserve a document or file to alert other users you're working on it. This doesn't lock the document, but it alerts other users that you are planning to update the item.

Reserving documents is especially useful if you're using uploaded files, but can't use the Jive for Office. The Reserved badge doesn't prevent anyone else from editing, but it shows information about who is working with the item, making it easy for other people to check in with you before adding their own edits. For more information, see Reserving files and documents on page 86.

To mark a file as Reserved and remove to remove the marking:

1. Go to the document or file you want to reserve.
2. To mark the content item, click **Mark as Reserved** on the right sidebar.

   The Reserved badge is added at the top of the document.
3. To free the file for editing, use any of the following:

   - Click **Unmark** next to the Reserved label on the document or file page.
   - Publish the item. When you or anyone else publishes a new version, the Reserved badge is removed.
   - Mark it as Final, Official, or Outdated. These markings override Reserved, and the reserved badge is removed.

Managing your action items

Understand how to resolve, add participants, and manage your Actions.

Adding participants to action items

You can add participants to items that have been Marked for Action for you. This is a way to get help on an action item.

Bringing in other people on your Action Item notifies them that you need help and gives them the opportunity to Resolve the issue or Take Ownership of the action. Note that adding participants does not assign the action to them. For formal task management, you may need to use the task functionality. For more information about the differences, see Mark for Action or assign a task? on page 115.

- To add participants to an existing action item that you own:
    a) Go to the content item that is marked for action.

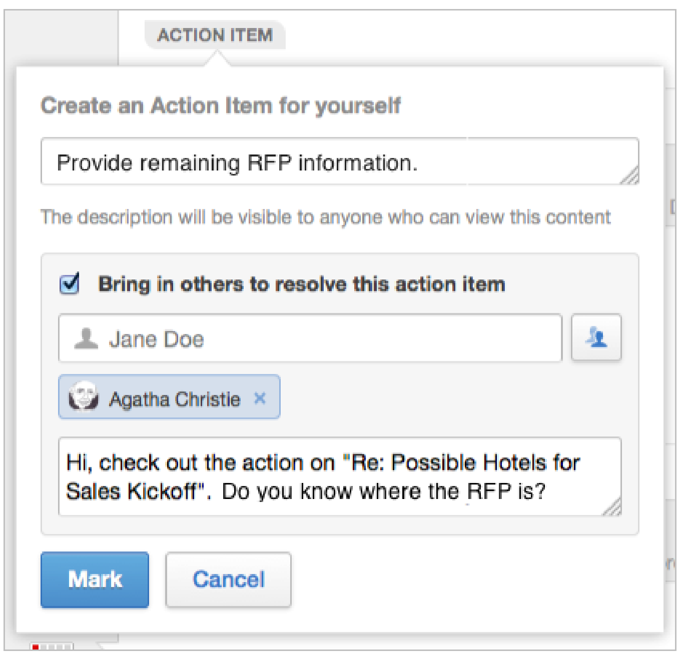
    You can go to the item by searching for it or looking at your list of **Action Items** under the **Actions** tab in Inbox.

    b) Click the **Actions** or **Action Item** badge.

    c) Click **Add Participants** or .

    d) Select the users you want to add to this action item.

    e) Leave a note describing what you need.



The note shows up only in the participant's Inbox, so it should let them know specifically what you need from them, for example, Provide remaining RFP information.

f) Click **Mark**.

The new participants see an alert in their Inbox, along with your note. They can then **Resolve** or **Take Ownership** of the item.

- To add participants while creating an action item:

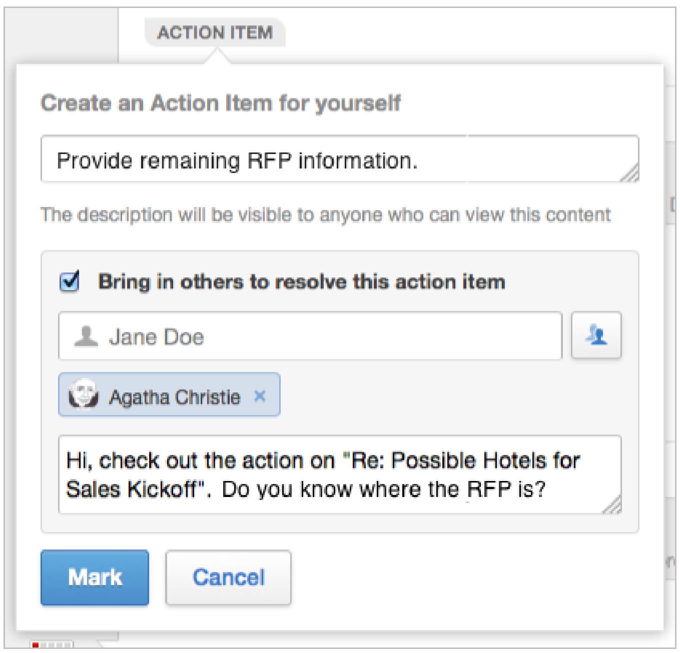
a) Go to the item and click **Actions** > **Mark for Action** .

b) Add a general description of the action that anyone in the community will be able to see when they click the Action Item badge, for example, Provide remaining RFP information.

c) Select **Bring in others to resolve this action item**.

d) Select the users you want to add to this action item.

e) Leave a note describing what you need.



The note shows up only in the participant's Inbox, so it should let them know specifically what you need from them, for example, Provide remaining RFP information.

f) Click **Mark**.

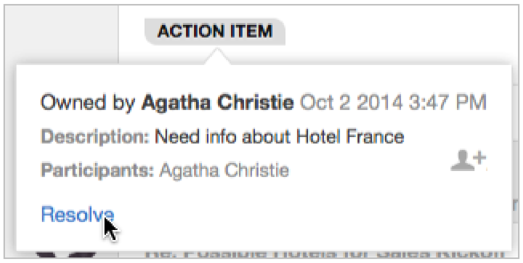
The new participants see an alert in their Inbox, along with your note. They can then **Resolve** or **Take Ownership** of the item.

Resolving action items

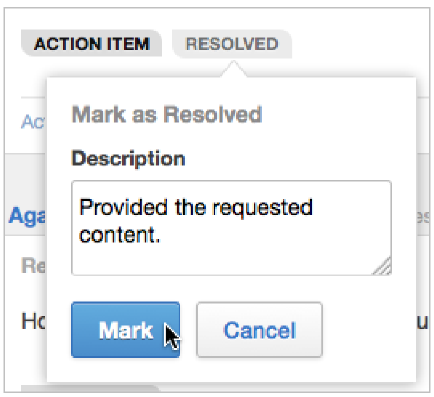
You can resolve action items and leave a note explaining why you are resolving it. The author of the top-level item and owners of an action item have permission to resolve action items.

To resolve something that's been Marked for Action:

1. Go to the item.
2. For comments or replies, click the **Action Item** badge and select **Resolve**.



3. Add a note explaining why you are resolving the Action and click **Mark**.



   This note is visible to others, so it's helpful to describe how you resolved the action.

The Resolved badge appears on the content item.

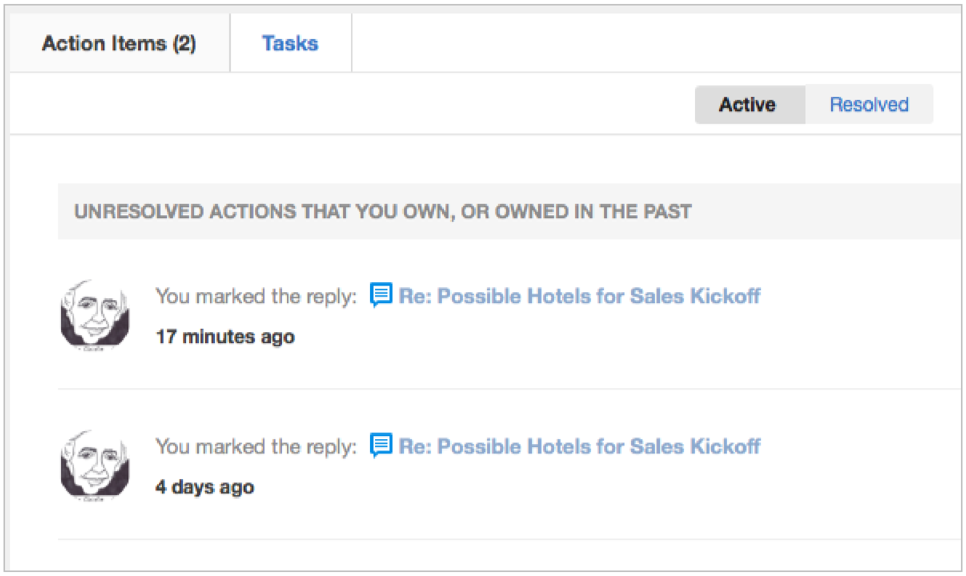
Managing your action items

You can manage items that have been Marked for Action for you from the **Actions** tab of Inbox.

To manage Action Items that you own:

1. Go to  > **Actions** .

   On the **Action Items** > **Active** tab, you can see a list of items awaiting Action from you.



2. You can do any of the following:

Marking Option	Description
Resolve	Add a description of your resolution so that others know what you did that resolved the item. When you Resolve an item, it is moved from the **Active** list to the **Resolved** list. If required, you can unresolve the item from the **Resolved** list.
Add more people to the item (Resolve > View Conversation > Add participants)	Add other participants to this Action and leave them a note describing what you need. They can then Resolve or Take Ownership of the item.
Go to the action item to review it in context by clicking on its title	Lets you review the full conversation. From there, click the **Action Item** badge and **Resolve** the item or **Add Participants** to bring in more people on this item.

Using Impact Metrics

Use Impact Metrics to gain insight on how documents and blog posts are received by the community, including their Global Reach, Impact, and Sentiment.

Additionally, if your community is connected to Cloud Analytics, you can see more features, such as:

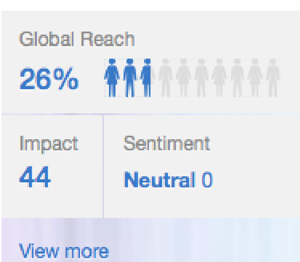
- Impact metrics for discussions
- Number of subscribers
- List of top departments
- List of top referrers
- Number of emails generated by your content

Understanding Impact Metrics

There are two views of Impact Metrics: summary with a metrics overview and detailed that provides details to the summary.

The summary view highlights the calculated metrics for global reach, impact, and sentiment. Content in private and secret groups shows viewers instead of global reach. The detailed view provides calculated metrics shown in the summary plus an email metric, a graph of social actions that contribute to the metrics, and details about viewers and referrers.

The summary view of calculated metrics can be found in the sidebar of your published content:



When you click **View More**, you see the detailed view of Impact Metrics. For more information on the detailed Impact Metrics, see Using detailed view on page 123. The following calculated metrics are available for supported content type:

Global Reach Conveys how widely viewed your content is in your community. We use a calculation based on the number of registered users and include web and mobile views only. This calculation does not include those following content via email.

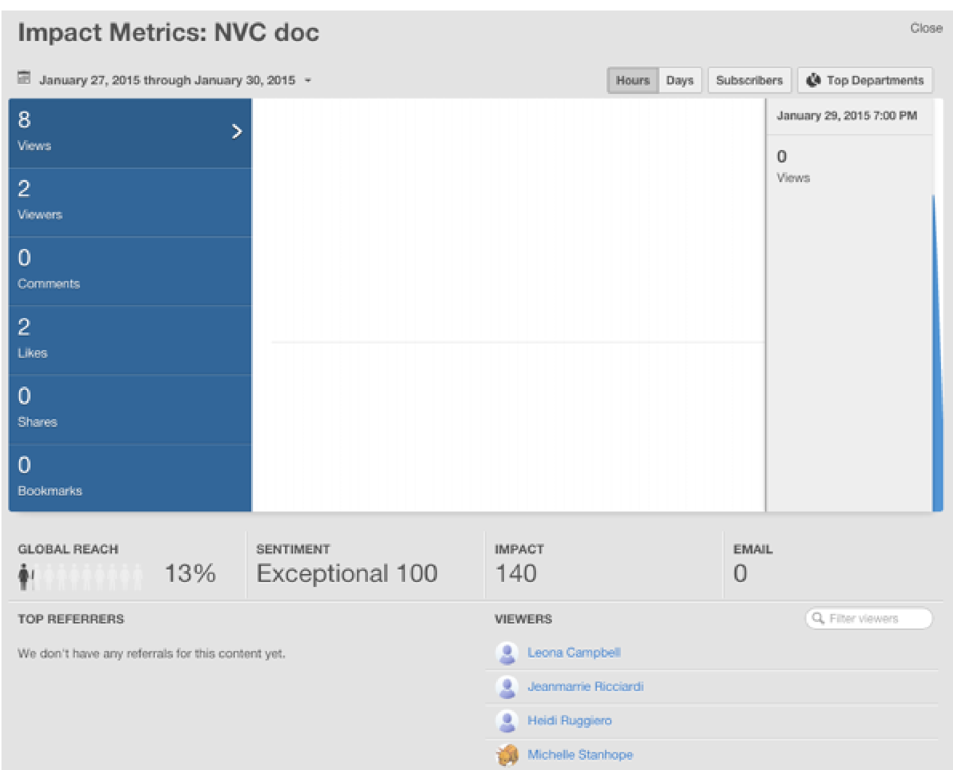
Viewers	In private and secret, also known as Private (Unlisted) groups, you see Viewers instead of Global Reach. These are the unique viewers who have looked at your content.
Impact	Shows how your audience reacts to your content by looking at their social actions, such as Bookmarks, Comments, Likes, Shares, and Views.
Sentiment	Indicates how well your content resonates with your audience. Content can achieve Neutral, Good, or Excellent sentiment based on social action and views.

Using detailed view

In the sidebar of your content items, where you see the calculated metrics, click **View More** to open the detailed view of Impact Metrics.

The Impact Metrics detailed view shows a graph with the number of Views, Viewers, Comments, Likes, Shares, and Bookmarks of your content by date. It also gives you the calculated metrics, which are the global reach, impact, sentiment, and email. Use these metrics to see how your content is being received in the community. Content in private and secret groups shows viewers instead of global reach.

Note: Some features described in this topic are only visible for communities which use Cloud Analytics.



In addition to what you see in the Summary view, you also see:

Report Dates	You can adjust the report dates in the upper left corner of the detailed Impact Metrics graph. Either enter a custom date range that focuses on a specific period of time, or select a pre-configured report period that shows the first 7, 30, or 60 days of publishing the content. **Note:** Impact Metrics are real time, so expect to see new viewers right way.
Daily or hourly data	When you click **daily** or **hourly** and then hover over the graph, you see data for more specific chunks of times.
Show Only Subscriber Metrics	If your community has the News enabled, then you can click **Subscribers** to see how many of the viewers clicked through to view this content from their News stream. When News is disabled, you will not see the **Subscribers** button.
Data by Department	If you want to look at which departments have the most Views, Viewers, Comments, Likes, Shares, and Bookmarks, then click **Top Departments** in the top right of the detailed Impact Metrics graph.
Email	Counts how many email notifications occur when one of the following events happen: • Use @mention in content, comments, or replies. • Share content. • Add collaborators to content. • Reply to discussions, or comment on blog posts, videos, or documents. • Create content when someone who follows you has email notifications enabled.
Viewers and referrers	Viewers tell you who's looking at your content, and top referrers tell you who's generating interest in it. For more information, see Who is viewing and referring your content? on page 125.

For more information about Impact Metrics, see Using Impact Metrics on page 122.

Where are the Impact Metrics for this?

If you don't see impact metrics for a content type, you either don't have permission to view them, or they're not available to that type of content.

Authors and a few others can use Impact Metrics as a way to measure how the content is received by the community.

Who can see impact metrics for documents, discussions, and videos?	The content author and everyone with admin rights can see the Impact Metrics. When you publish the metrics to everyone, then everyone who can view the content can see the Impact Metrics for it. For more information, see Publishing Impact Metrics to everyone on page 126.
Who can see Impact Metrics for blog posts?	The content author and the group or space owner can see the Impact Metrics. When you publish the metrics to everyone, then everyone who can view your blog post can also see the Impact Metrics for it. For more information, see Publishing Impact Metrics to everyone on page 126.
What types of content show Impact Metrics?	Blog posts, documents, discussions, and videos show Impact Metrics. If your community has been recently upgraded to include this feature, all content created before the upgrade cannot be tracked with Impact Metrics.

Who is viewing and referring your content?

You can find out who's viewing and who's referring your content by looking underneath the detailed Impact Metrics graph.

Viewers

If enabled in your community, find out who has viewed your content when you look under the Impact metrics graph in the detailed view. Only the standard access user can see this viewers panel, and external contributors can never see it. From the Viewers panel, you can search for viewers based on first name, last name, and title.

Top referrers

If enabled in your community, see whose referrals gained new viewers to your content. It's under the detailed view of the Impact Metrics graph. You also see how many viewers have been referred by that user. Only the standard access user can see this viewers panel, and external contributors can never see it.

Improving your impact

Improve your Impact, Global Reach, and Sentiment by sharing your content with either the entire community or just a few colleagues.

Consider your audience when posting or sharing content. If you're posting something that only Sales need to pay attention to, then post it to the appropriate Sales group. If you already posted your content in a place where it's not getting the attention you need, then you can move it, or try @mentioning the appropriate group or users in your status update to get the right people to see your content.

When you share content with the right set of people, you can really improve your impact. Sharing with users who interface with a lot of people can make your content much more visible — if these users interact with it, it shows up in Top & Trending. For example, many managers and executives are superstar users because people who report to them pay attention to what they do.

Publishing Impact Metrics to everyone

You can expose Impact Metrics to everyone who has permission to view your content.

When you're ready to show everyone the Impact Metrics on your content:

1. Go to the sidebar and hover over the calculated metrics.
2. Click the pencil edit icon when it shows up.
3. Select **Make these Impact Metrics public**.

Using projects and tasks

Projects and tasks are a great way to turn collaboration into action and track your progress.

A project is a great way to give collaborative work a context that is time-based and outcome-based. With a project, you collect content in a way that focuses user work along with a schedule toward a specific goal. You can then create and assign people tasks and sub-tasks associated with the project to make sure everything gets done.

Overview of projects and tasks

Jive projects provide lightweight project management with tasks, due dates, checkpoints, and notifications.

A project can contain various content types, including tasks. You can create tasks, assign them to people, set due dates, and mark them as complete. Once you enter all the tasks for a project, you can edit or delete them, add sub-tasks, set up email notifications on tasks, and mark tasks complete. As with other content, you can assign tags to tasks.

You can add checkpoints to a project as a way of making sure your project is proceeding on track. A checkpoint is a named place in the schedule, and it's often used as a point at which to make a decision about what to do next.

To help you manage your project progress, Jive provides visual cues that snapshot the project. On a project's home page, you get a checkpoint timeline that shows where your checkpoints are between the project's start and finish, and where the current date falls on the timeline. A project calendar captures task due dates and checkpoint dates in a traditional calendar style.

Creating projects

You can create and configure projects for collaborative work.

If you use the checkpoint and status functionality for tracking project tasks, you can use the old-style Overview page rather than using the Activity page in the place template format. The widgets in the Overview page more effectively support projects at this time.

Important: We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see Understanding pages in places.

To create a project:

1. Click  > **Project** .
2. In the dialog box, select a location for the project.

   Projects are associated with a place, such as a space or a group. The place you choose determines who can see and collaborate on the project.
3. In **Name**, specify an identifying name for the project.
4. In **Description**, enter a brief description.

   The description appears in the user interface.
5. In **Project Start Date** and **Project End Date**, specify the project duration.

   You should use the target date for completing the project.
6. If necessary, change the project owner in **Project Owner**.

   The default owner is the person creating the project.
7. In **Tags**, specify tags that can be used to find this project.
8. If available, in **Categories**, select the place category of the project.

   The place categories are used to identify places while browsing. They are used to classify places and differ from content categories. This option is available if place categories are configured in your community.
9. To enable the Overview page, click **Advanced Options** and select the **Overview page** check box.

   By default, your project uses an Activity page as its main page with the option to add more custom pages. We recommend using an Activity page because it can be displayed on mobile devices and because it's more friendly to streaming content. This option is available if widgets are enabled in your community.
10. Click **Create Project**.

    The project is created.
11. If you are using the Activity page, apply a place template to this project, as described in Applying place templates on page 174.

Note: The default template is Team Collaboration. For more information, see General place template reference on page 180.

The project is created and you can add tasks to it. For more information, see Creating tasks on page 128.

Additionally, you can further customize the project. For more information, see Designing activity and custom pages for places on page 172.

Deleting projects

When you delete a project, you remove the entire project, including its content, from the system. You cannot undo a project deletion.

When a project and its content are deleted, the links and @mentions to the deleted project are replaced with the "The specified item was not found" message. To avoid this, you can archive the project instead of deleting it. For more information, see Archiving projects on page 240.

To delete a project:

1. Go to the project and click **Manage** > **Delete** in the upper right corner.
2. Confirm the project's deletion by clicking **Delete**.

The project and all its content are deleted from the application.

Creating tasks

You can create personal tasks for yourself or assign tasks for others and associate them with projects.

Note that you can create tasks that are unassigned to a project only for yourself. These tasks are called personal, and they are available only for you. If you want to create tasks for other users, you must assign them to projects.

To create a task:

1. From the main navigation menu, click  > **Task** .
2. In **Description**, provide a brief overview of the task.
3. In **Project**, select a project for this task.

   The default selection is **None**, which means it is a personal task for yourself and only visible by you. You cannot create personal tasks for other people. By default, the task is assigned to you.

4. To assign the task to someone else, click "x" next to your avatar, and then select the user to whom the task must be assigned.
5. In **Due Date**, enter the date you want this task to be completed by.

   The default due date is tomorrow.

6. If you want to use the content editor to describe the task and add tags to it, click **Advanced** and fill in the necessary details.
7. Click **Add Task** to add the task.

Tasks assigned to projects are displayed on the project **Tasks** page. Personal tasks appear on the **Tasks** page of the user.

Managing tasks

You can edit a task, add a sub-task, delete a task, and follow it in a stream. You can do this from either your personal task list (**Your Profile** > **Tasks**) or a project's task list (**Project** > **Tasks**).

To manage tasks:

1. To view your tasks, including your personal tasks and project tasks, go to **Your profile** > **Tasks** .
2. To view project tasks, go to **Project** > **Tasks** .
3. To view task details, click **Show details** next to the task.

   This opens the task description and the task menu.
4. Select one of the available actions: edit a task, add a sub-task, delete a task, or follow it in a stream.

Completing tasks

There are two ways to manage and complete tasks: through your personal tasks list or the tasks list associated with a project.

1. To view your tasks, including your personal tasks and project tasks, go to **Your profile** > **Tasks** .
2. To view project tasks, go to **Project** > **Tasks** .
3. Select the check box to the left of the task you want to complete.

You can briefly see the task with a line through its text before it disappears completely from the list. If you want to see the completed tasks, select the **Include completed** check box under **View**.

Importing and exporting tasks

Tasks can be transferred between Jive projects and other tasks management tools. Jive uses comma separated values (CSV) files to import or export task data in bulk.

Importing tasks

Tasks can be imported into Jive projects from CSV files with commas used as separators. You can map the columns in a CSV file to the Jive task fields after the file is uploaded to Jive.

A template of a CSV file can be found here.

To import tasks into a Jive project:

1. Export the information from your other project management tool, saving it as a CSV file with commas used as separators.
2. Go to your project in Jive and click **Import/Export Tasks** in the **Actions** list.
3. On the **Import/Export Tasks** page, under **Import tasks from a CSV file**, click **Browse** to locate the CSV file you exported, and then click **Upload File**.

   After the file is uploaded, the page shows the column titles for Jive tasks (such as **Description Field**, **Assigned To Field**, and **Due Date Field**), with dropdowns that list column titles found in the CSV you're uploading.

4. Use the dropdowns to map a different CSV column title to each of the titles in the Jive project.

   This determines where the information goes in the Jive project. The page displays a preview using the information found in your CSV file.

5. Click **Proceed** to accept the mappings.
6. Clear check boxes for those items you don't want to import.
7. If necessary, click the **Edit** link for a task to edit task information before you import it.
8.

The imported tasks are linked to the project.

Exporting tasks

Tasks can be exported from Jive projects into CSV files with commas used as separators.

To export tasks from a Jive project to a CVS file:

1. Go to your project in Jive and click **Import/Export Tasks** in the **Actions** list.
2. On the **Import/Export Tasks** page, under **Export tasks to a CSV file**, specify exporting options:
   a) Select which tasks should be exported: **All** or **Incomplete tasks only**.
   b) Select if **Username** or **First/last name** should be used.
   c) Select if the CSV file should be encoded for Microsoft Excel.
3. To export only some of the filtered issues, click **Choose Tasks**, clear the check boxes for the tasks you don't want to export, and then click **Export Selected Tasks**.
4. To export all filtered issues, click **Export**.

The CSV file with the exported tasks is downloaded to your computer.

Mark for Action or assign a task?

You should understand the differences between Mark for Action and creating tasks and the best ways to use these features.

Actions Mark for Action is part of the Marking feature and allows you to assign content items to yourself for action, or invite others to review them and take ownership. Typically, you should use Mark for Action in an informal, on-the-fly manner when you're discussing something. For more information, see Using Marking feature on page 106.

Tasks Tasks are a formal way to assign and track tasks for yourself or others (> **Task** or **Actions** > **Tasks** > **Create a task**). You can assign the task a deadline and associate it with a project, such as Sales Kickoff January 2015, or save it as a personal task for yourself. All tasks that are associated with a project are displayed on the Tasks tab of the project. For more information, see Using projects and tasks on page 126.

Public and private communications

To enjoy the full power of Jive, we recommend keeping discussions and documents public whenever possible. The following topics describe the visibility options for content, as well as the security of the application for users.

Security of content and activities

Your organization has deployed Jive to provide a place for you to get your work done by contributing to and collaborating in the community. Your activity in Jive is safe and secure.

Your company owns your activity in the community, just as they own your activity in your company email program. For more information on who can see your content and how visibility works in Jive, see Content visibility on page 132 and Content visibility options on page 134.

Related information

If you're concerned about the security of Jive and want to get a deeper understanding of how your information is protected, see the security overview on the Security page on the Jive Software website at http://www.jivesoftware.com/social-business/engage-employees/technology/security/. Alternatively, you can see Jive Security in the Community Administrator Guide.

Content visibility

The visibility of the content depends on the place where you published it. Different places have different visibility permissions.

In Jive, people post content in places. This means that all content (such as discussions, documents, and blog posts) is published in *containers*. A container can be a space, sub-space, group, project, or your own personal content. All places have visibility permissions set by the place owners that determine who can see the content posted in that place.

While it's best to keep things public whenever possible so that other community users can benefit from all of the content pieces (such as discussions or documents), there are times you may want to publish things only for yourself or a handful of other people. In addition, you may want to keep entire categories of content private, for example, accounting or human resources information. In that case, you can create a space or group with the content visibility options that you need. For more information about permissions, see Managing Permissions in the Community Administrator Guide.

For more information about the security of the community, see Security of content and activities on page 131.

Content containers

Here you can find the types of containers in which you can publish content in the community.

Your personal content

Your personal container is where you can store your documents and other content types that are hidden or limited to specific people. Your personal tasks are also stored here.

To see your content that is limited to only you or specific people:

1. Go to **Your Avatar** > **Your Content** > **Authored** > **<Document type>** .

   This opens your personal container where you can find the content items of different types and filter them.

2. Select **Filter by personal content** to see content pieces available only to you.

A dark lock icon next to the item indicates it is limited to you; a light lock icon next to the item indicates it is limited to you and the other designated people.

You can find your personal tasks on your profile page or in the project. For more information, see Managing tasks on page 129.

Groups

Different types of groups have different content visibility permissions. For more information about the various options, see Types of groups on page 57.

To view the content of a group:

- Go to the group and open the **Content** tab.

You can filter the content by type to view, for example, discussions or documents.

Spaces

Spaces have complex content visibility options that are set up by the owners of the space. Also, spaces can be configured to contain some content types. For example, you may not be able to create a discussion in Space A, but you can in Space B. You can see the allowed content types on the **Content** tab of the space.

- Go to the space and click the **Content** tab.

You can filter the content by type to view, for example, discussions or documents.

Sub-spaces

By default, sub-spaces inherit all of the content visibility permissions of their containing parent space.

- Go to the sub-space and click the **Content** tab.

You can filter the content by type to view, for example, discussions or documents.

Projects

Projects inherit all of the content visibility permissions of their containing parent space or sub-space.

- Go to the project and click the **Content** tab.

You can filter the content by type to view, for example, discussions or documents.

Content visibility options

You can limit to selected people the visibility of content that you create, or hide it completely from other people. Here is a reference of the visibility options of all content types.

Content visibility reference

Here you can find details on who can see content items in various places in the community and which content types cannot be hidden.

Your personal content

Documents and uploaded documents

- **Description**: When you publish a document as **Hidden**, it is stored in your personal container and is private to you.
- **Are streams updated?**: You can see a stream update when you publish, but other users cannot.
- **To set the item as Personal**: Before you publish the document, set its visibility to **Hidden**. For more information, see Creating documents for yourself on page 78
- **To find the item later**: Go to **Content** > **Authored** > **Documents** , and then select **Filter by personal content**. The dark lock icon next to the document indicates it is limited to you.

External bookmarks

- **Description**: Your private bookmarks are stored in your personal container and are private to you.
- **Are streams updated?**: You can see a stream update when you save the bookmark, but other users cannot.
- **To set the item as Personal**: Go to  > **Bookmark** and paste in the external URL. Then, select **Make this bookmark private** and save it.
- **To find the item later**: Click the Spotlight search and select **Bookmarked** > **Show all bookmarks** . In the main navigation menu, filter by **External URL**. The dark lock icon next to the bookmark indicates it is limited to you.

Personal tasks

- **Description**: You can assign yourself personal tasks so that no one else can see them.
- **Are streams updated?**: You can see a stream update when you publish, but other users cannot.
- **To set the item as Personal**: Go to  > **Task** and select **Project** > **None (personal task)** .
- **To find the item later**: Go to **Actions** > **Tasks** . In the Project menu, select **Personal**.

Content limited to specific people

Documents and uploaded documents

- **Description**: When you publish a document limited to **Specific People**, it is stored in your personal container and is private to you and the other people you designated.
- **Are streams updated?**: You and the other specified people see a stream update when you publish, but other users cannot.
- **To set the item as Personal**: Before you publish the document, set its visibility option to **Specific People**.
- **To find the item later**: Go to **Content** > **Authored** > **Documents** and then select **Filter by personal content.** The light lock icon next to the document indicates it is limited to you and the other people you designated.

Discussions

- **Description**: When you publish a discussion limited to **Specific People**, it is stored in your personal container and is private to you and the other people you designated.
- **Are streams updated?**: You and the other specified people see a stream update when you publish, but other users cannot.
- **To set the item as Personal**: Before you post the discussion, set its visibility option to **Specific People**.
- **To find the item later**: Go to **Content** > **Authored** > **Discussions** and then select **Filter by personal content.** The light lock icon next to the item indicates it is limited to you and the other people you designated.

Messages

- **Description**: You can send one or more other users a private message.
- **Are streams updated?**: Messages are listed in the Inbox. They do not appear in streams.
- **To set the item as Personal**: Go to  > **Message** and select the persons to whom you want to send the message.
- **To find the item later**: Go to **Inbox**. In the Filter drop-down menu, select **Messages**.

Content that you cannot hide

- Blog posts.
- Discussions.
- Polls.
- Status Updates. However, you can limit your status update to a group if you want to limit its audience. For more information, see Posting status update in groups on page 59
- Projects.

Setting up content visibility options

If you're concerned about privacy, you can limit who sees different parts of your profile by editing your privacy settings.

To limit profile visibility:

1. Go to **Your avatar** > **Edit Profile** .
2. Go to the **Privacy** tab.
3. For each profile field, select who can view it.

   If you select everyone, then all users can see the contents of that field. Your community administrator may control who sees certain fields, such as those without a **Visible to** option.
4. Take a look at how others can see your profile by using the **Preview your profile** tool in the upper right corner of the page.
5. Click **Save** to save the changes.

Creating direct messages and private discussions

By using messages and private discussions, you can limit your audience to only the people you want.

Messages and private discussions show up in the Inbox of only the people you send them to. These are useful features, but the power of Jive is that nearly all topics in the community can be helpful to others, so try to keep things public whenever possible.

To send a message to someone, do one of the following:

- In your Inbox, click **Send Message**.
- Select  > **Message** .
- Click **Message** from the top of any of your attention streams.
- Hover over the person's name in any of your attention streams and click **Message**.

After your message is sent, the receiver can see it in their Inbox. From there, the receiver can respond directly.

To create a private discussion:

1. Click  > **Discussion** to create a discussion, then enter the title and details of the discussion.
2. Select **Specific People** under **Publish Location**.
3. Select the participants you want to include in the discussion.
4. When you're finished drafting the discussion, click **Post**.

Only the participants you selected can see a discussion notification in their Inbox. From there, they can respond to the discussion.

Saving drafts

You can use the Save As Draft feature to quickly jot down and save your thoughts in documents or blog posts. Then, you can come back later to edit and publish your content. You can also collaborate with others on saved drafts before publishing them.

You can save blog posts and documents as drafts. This can be useful if you need time to finalize your thoughts before publishing something. Additionally, drafts are not visible in any streams.

Creating and editing drafts

To save a blog post or a document as a draft:

1. Create and fill in a document or blog post.
2. Click **Save Draft**.

The document is saved as a draft and is not visible to anyone. You can find it on the **Drafts** tab of **Your Content**.

To edit a draft:

1. Go to **Your Avatar** > **Your Content** in the main navigation menu, and then click **Drafts** in the left sidebar to see your drafts.
2. If required, filter your Drafts results by documents or blog posts.
3. Click on the draft to edit the content.
4. Click **Publish** to save and publish the draft.

   You can edit the content and save it again as a draft, or publish it.

Collaborating on drafts

You can collaborate on drafts of blog posts or documents before you publish them or share an existing draft with other users.

To get people to collaborate on an existing draft:

1. Open the draft.
2. Click **Share** in the upper right corner of the page.
3. In the **Share** dialog box, select the people you want to share the post with and include a message for them.
4. Click **Share**.

The recipients are able to edit the draft and either save it as a draft or publish it.

Using Jive Apps

Jive Apps are available in your community to help you get your work done faster and more effectively. For example, an app could help you and your team to arrange travel and schedules. An app could remind you to get up and stretch as you are working. An app could send a notification when your expenses have been approved. Apps work within your community and can use its features directly as well as pull in third-party systems to bring additional functionality.

Overview of Jive Apps and app actions

You can use Jive Apps to accomplish focused tasks, integrate with other systems, or provide new functionality to your Jive experience.

Jive Apps are lightweight applications that are hosted by Jive or a third-party, which means you don't have to download anything to your computer and you are always looking at the latest version. When you install an app in Jive, you connect to it and enable it to access information that helps you work more effectively.

You can find Jive Apps when you click **Apps** at the top of your screen, where they always are when you're logged into the community. Some apps can bring in information from outside of your community, while others manage information within the community itself. You can also access some Jive Apps through extension points throughout the UI known as app actions. For instance, some apps are accessible from the menu in the right sidebar when viewing content and some apps are accessible from the create menu.

Contact your Community Manager for acquiring additional Jive Apps.

App actions

Apps can be used in other places beyond the **Apps** menu at the top of the screen. These additional app extension points are called *app actions*. An app action can appear in one of many different locations within the Jive UI: as a menu item in the **Create** menu (within the **Apps** section), in the sidebar when viewing a document (within the **App Actions** section), as a new tab in a group or project, when typing "!" while editing content. It is up to the Jive App developer exactly which of these extensions are accessible and exactly what action occurs when you select this action.

Using apps in content

By using !App, you can bring links and images from a Jive App into your community so you can share them with others.

Similar to @mentions alert people and places, there's also a symbol you can use to invoke a Jive App from any discussion, blog post, document, or comment in Jive. Just type "!" and you see a list of installed apps.

When you create or comment on content in your community, you have the ability to !Apps. This is a way to share app artifacts with others. This enables you to generate a conversation about the app artifact or share it with people. If they don't have the app, they are invited to download it when they click the image or link.

To get content from a Jive App:

1. In the content editor, type the "!" symbol (or click the **"!"** icon if it is available).

   A search dialog opens and suggests possible matches.

2. Select the Jive App from the list and navigate to the image or content in the Jive App to produce a link.

Troubleshooting and FAQs for Jive Apps

Here are answers to some specific questions about Jive Apps and how they work.

I have a problem with my app: what should I do?

Jive Apps are supported by the developers who created them, just like apps you may have used on your smartphone or another mobile device. To get support for an app, select the App Settings button and select About. You'll be presented with a link to either the developer's support web site or a support email address.

I can no longer use my app: what happened?

Sometimes apps become disabled when their data stream is interrupted, or when the app can't connect to the Internet. Your community administrator can also disable an app if she decides it's not appropriate for your community. Finally, for paid apps, billing issues like an expired credit card can result in the app getting temporarily disabled. If a paid app is disabled, we will no longer charge your credit card for app usage. In general, we try to give you detailed instructions on how to get your app started again. However, if you need some help troubleshooting, you should reach out to your community administrator.

I'm leaving my community: what happens to my information?

If you leave your community, your credit card will automatically be disabled when your administrator turns off your access to the community. If you still see charges on your card please contact Jive directly at app-billing@jivesoftware.com.

Using external groups

You can use external groups to collaborate with users from outside your community.

When you create an external group, you can invite users from outside the community to work with community users. These groups usually serve a specific purpose, such as working on a project with a vendor. External contributors can see content only in groups they belong to.

The external contributor brings a fresh perspective and their expertise to an internal or employee community where you would usually suffer the pains of long email threads or time-consuming conference calls to get information from people outside your community. These users can provide quick answers, share files, and collaborate on documents.

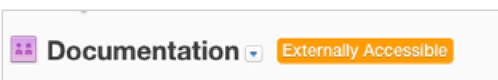
External groups overview

External groups provide an area where standard community users can work with people from outside the community, external contributors. Only secret or private groups can have external access.

You can use external groups to invite people from outside your community to collaborate with standard community users. For example, a user in a music label company's community could create a private group for a collaboration project they're working on. They could then enable external access to the group, invite the external artists who will be participating, and use the group to post schedules and communicate ideas. The external artists are limited to viewing and participating in this group only. They can't see anything else going on in the community.

Groups with external access are designated with visual cues such as either orange **Externally Accessible** text or 

the orange eye symbol that means people from outside your company are welcome in that group. You can find the following bright orange sign post at a group's home page.



Creating external groups

When creating a group, you can select **Enable external access** to turn a community group into a place where standard users can invite external contributors to extend their communication and collaboration to the outside world.

For the details on group creation, see Creating groups on page 51.

To create a group with external access:

1. Click  > **Group** .
2. On the **Create group** page, enter the group name and details.
3. Select **Private** or **Secret** for the group type.

   External groups are limited to private and secret groups to help protect community information.

4. Select **Externally Accessible** to allow external contributors to be invited to and join the group. Externally Accessible groups must be private or secret. You may not see this option if it's not enabled for your community.

5. Click **Advanced options** for more options.
6. Click **Create Group** .
7. If you see the **Invite People to Join** dialog box, then add a few users who you want to invite to the group, and click **Send Invitation**.
8. To manage group features and select the storage provider, select **Manage** > **Settings** .
9. Click the gear icon in the Enabled Features and Content Types tile.
10. Select or clear features for the group.

    People will be able to create content items of the types you select.
11. If available, you can select a storage provider for storing your uploaded files.
12. Click **Apply**.
13. Click **Save**.

The group is created and the user you invited can start using the group.

Who are external contributors?

An external contributor can join a secret or private group when invited into the group by a group member. External contributors can view and participate only in that group. They cannot see any other community content or activity, and they can only join a maximum of 20 groups.

You can securely invite someone from outside your community to participate in an externally accessible group. The standard community user can only see external contributors when they belong to the same group.

	Private: Unlisted group (Secret)	**Private group**	**Public: Restricted group**	**Public group**
Can group members invite externalcontributors?	v*	v*		
What is visible to an external contributor who is not a group member?	None	None	None	None
Can external contributorssee content?	Only a group member	Only a group member		
Can external contributors participate?	Only a group member	Only a group member		

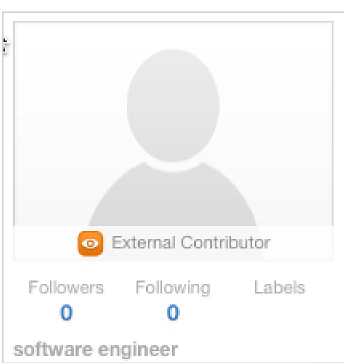
	Private:Unlisted group (Secret)	Private group	Public: Restricted group	Public group
Can external contributors invite new group members?	v*	v*		
Who approve secret and private group members?	Group administrator	Group administrator	n/a	n/a

* Group administrators must approve invitations to private or secret groups. Inviting an external contributor doesn't automatically grant access to a group. The external contributor has then to accept the invitation.

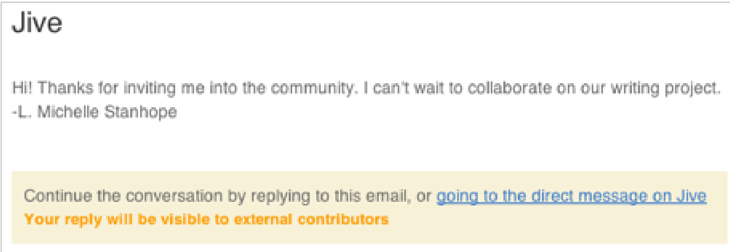
Differentiating between external contributors and standard users

You can always tell the difference between standard community users and external contributors because external contributors have either an orange icon or orange text near their name.

Whether you are searching for users, browsing through community activity or looking at someone's profile card, you can spot the external access symbol that helps you identify external contributors.



An email notification also clearly indicates when you're replying to an external contributor.



Inviting external contributors

When you belong to a group with external access, use the email addresses of users you want to invite from outside your community to participate.

To invite external contributors to join an external group:

1. Go to the group's main page.
2. Select **Actions** > **Invite** .
3. Enter the email addresses of people you want to invite. To invite several people from your email address book, you can export a comma-, space-, or semicolon-separated list of addresses from the email application and paste them in.
4. Edit the message you want potential group members to see with their invitation.
5. Click **Send Invitation** .

What can external contributors see?

External contributors can't see everything in the community because they are limited to the content in their groups and a few other restrictions.

External contributors can see:

- Groups they have joined
- Content and projects within those groups
- Other users who are also members of those groups

External contributors **cannot** see:

- Spaces or projects besides those in their groups
- Community Overview page found when you click **Home**
- Global or public content, such as status updates, public bookmarks, or public documents and discussions
- Apps, but they can see images embedded by apps within their groups

What is unavailable to external contributors?

External contributors can use the community similarly to a standard user with the following exceptions:

- Update their status.
- Create public discussions and documents.
- See and work with private messages; only unauthorized messages are seen.
- See or use Jive Apps. External contributors cannot see or launch Apps or App Actions.
- Use Connects Services. External contributors also cannot see Connects Services in their user's Preferences page.
- See or use the Tools page, so they can't download modules like Outlook, Office, and Jive Anywhere.
- Access public external URL bookmarks or social bookmarking. External contributors can create and view internal bookmarks of Jive content.
- Become group owners.

Contributing to community as external user

A company may invite you to join one of their groups and become part of their online community so they can work closely with you, making you an external contributor.

Becoming an external contributor is a way to collaborate in a community on a limited basis. As an external user, you can view content and participate only in the group you belong to.

Once you accept an invitation to join a community's external group, you can begin contributing to that group. For more information, see How to begin contributing to community on page 144.

How to begin contributing to community

When you first join a community's external group as an external contributor, you can begin participating by accepting invitations, setting up your profile, and addressing your actions.

Accepting group invitations

The first thing that you should do when you sign into the community is to accept any group invitations. You'll be doing all of your work in groups, so accepting invitations is how you can see group content and activity.

- Go to **Home** > **Actions** and then accept group invitations that you see under **Pending**.

Note: You can only belong to a maximum of 20 groups, so choose wisely!

Setting up your profile

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.

Checking out your actions

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 on page 106.

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 on page 126.

Customizing email notifications

You can take advantage of custom email notifications if you feel like you might miss something important when you're not signed in. For more information, see Customizing notifications on page 30.

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 on page 80.

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.

What else can external contributors do?

Jive is a place where you can build your network, come together as a team, share files, collaborate on documents, and get answers fast.

The group you belong to looks forward to hearing your ideas, and they need your expertise to get work done. Think of the group as a 24-hour hotline where you can communicate your concerns and give your opinion. You can write documents and get input from all the experts without taking notes or sifting through long email chains.

Using your Inbox

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.

Use the following tips and tricks to get the most out of the 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 on page 30.

Discovering documents and discussions (and other content), commenting and collaborating

Exchange ideas when you participate in discussions, questions, and documents:

- 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 on page 106.
- 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** .

Using attention streams

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.

Objectives of external contributors

As an external contributor, you are a crucial part of a community that needs your input. You may not be a community member, but someone in the community invited you because they knew you'd add value. The benefit of being an external contributor is that you only see the parts of the community that affect you. You don't have to worry about seeing anything you shouldn't.

Your role is to help the community reach outside of its circle and to share knowledge, so that you and other group members can work together successfully and efficiently. You can feel free to ask questions in your groups and to post and comment on documents and discussions. When you become part of the conversation, you improve how work gets done.

3

Reference and advanced topics

Here you find techniques for advanced users and administrators.

For details, see the following topics:

- Advanced content management
- Remote access
- Advanced group management
- Customizing News page
- Designing activity and custom pages for places
- Using tiles
- Designing Overview pages for places
- Advanced project management
- Using email
- Accessibility
- Keyboard shortcuts for content editor
- Passwords
- Unpairing a two-factor authentication device
- Time zone and locale preferences
- Changing non-editable profile fields

Advanced content management

Managing your documents and discussions through permissions and archiving can help ensure effective collaboration.

Document approval

You can designate an approver for any document before you publish it, or a community administrator may designate an approver for a space, so that all documents must be approved before they are published.

Note: A space approver approves only documents. If you want to set approval on more than documents, use the Moderation feature if your community supports it.

Assigning document approvers for spaces

Community administrators can designate a document approver for a space so that all documents created in the space must be approved before they are published. For more information on setting up space approvers, see Setting up document approver in space in the Community Manager Guide.

Adding document approver to single document

You can designate an approver for a document when you are creating it or after you have saved it, but not published it. To add an approver to a single document:

1. While you're editing the document, click **Advanced Options**.
2. Under **Require approval before publication**, enter the name of the person you want to approve the document.

   You can also click **Select People** to browse for the person's name.

Note: If the place that contains your document has moderation enabled (if your community supports it), then the approvers must approve the content before it is sent to the moderator's queue.

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

What happens when I submit a document for approval?

1. While awaiting approval, you can see the document in your Drafts by going to **Content** > **Drafts** .
2. When someone has been assigned a space approver role, documents created in the space are submitted for approval before they are published in the community. If moderation is also enabled for documents in the containing space, then new documents must be approved before they're sent to the moderation queue.
3. If the approver rejects the document, they're prompted to include a message to go with their rejection. That message is added to the document's Author Discussion area, where comments go under the document's content. A rejected document must be resubmitted (by anyone who can edit the document) for approval before it can be published.
4. If there are multiple approvers, all of them must approve a document before it can be published. After the last person approves the document, it is automatically published (or submitted for moderation if moderation is enabled in the containing space).

Converting discussion threads to documents

Sometimes an important discussion needs to become a document.

There may be times when you want to convert a discussion into a document. When you do this, you create a new document that contains the original post and all replies. Then, you can edit the new document and save it. The discussion itself is not removed.

- To convert a discussion to a document, go to it, and then click **Convert to document**.

Moving content items to other places

You can move content items, such as discussions and documents, from one place to another.

- To move a content item from one Jive place to another, go to the item and click **Move** in the Actions menu. Select the new place and then confirm the move.

Note: Depending on how your community is set up, you may or may not see the Move option in the Actions menu. If you want to move something but don't see the **Move** option, ask the content's author or the owner of the place where the content is posted to move the item for you.

Locking discussions and questions

You can lock discussion and question threads so that no more replies are allowed.

If you're an administrator, place owner, or moderator, you can ensure that no one will be able to add more replies to a discussion or question (that is, discussion marked as question) thread.

- To lock a discussion or question, go to the thread and click **Lock** in the right sidebar.

Note: Depending on how your community is set up, you may or may not see the **Lock** option in the **Actions** menu. If you want to lock something but don't see the **Lock** option, ask the owner of the place where the content is posted to lock the item for you.

What are feeds?

Feeds are a way for you to keep track of Jive content updates without having to visit the application.

By subscribing to the content feed, you're asking to have easy access to information about content changes or additions. A *feed*, or an *aggregator*, brings you a list of updates that you can view in a feed reader. RSS and Atom are popular feed types.

Subscribing to feeds is an alternative to receiving email notifications, in which an email is sent each time content is changed or added (although you can also do both). You might prefer email notifications if you want to receive updates in a more passive but immediate way. You can set email notifications on individual items, or customize your email notification settings to get emails about particular kinds of activity; for more information, see Customizing notifications on page 30.

You can subscribe to feeds for content lists (such as a list of blogs, discussions, documents, or status updates you'd view), spaces, or discussion threads. For more information, see Using feeds on page 157.

Content visibility options

You can limit to selected people the visibility of content that you create, or hide it completely from other people. Here is a reference of the visibility options of all content types.

Content visibility reference

Here you can find details on who can see content items in various places in the community and which content types cannot be hidden.

Your personal content

Documents and uploaded documents

- **Description**: When you publish a document as **Hidden**, it is stored in your personal container and is private to you.
- **Are streams updated?**: You can see a stream update when you publish, but other users cannot.
- **To set the item as Personal**: Before you publish the document, set its visibility to **Hidden**. For more information, see Creating documents for yourself on page 78
- **To find the item later**: Go to **Content** > **Authored** > **Documents** , and then select **Filter by personal content**. The dark lock icon next to the document indicates it is limited to you.

External bookmarks

- **Description**: Your private bookmarks are stored in your personal container and are private to you.
- **Are streams updated?**: You can see a stream update when you save the bookmark, but other users cannot.
- **To set the item as Personal**: Go to  > **Bookmark** and paste in the external URL. Then, select **Make this bookmark private** and save it.
- **To find the item later**: Click the Spotlight search and select **Bookmarked** > **Show all bookmarks** . In the main navigation menu, filter by **External URL**. The dark lock icon next to the bookmark indicates it is limited to you.

Personal tasks

- **Description**: You can assign yourself personal tasks so that no one else can see them.
- **Are streams updated?**: You can see a stream update when you publish, but other users cannot.
- **To set the item as Personal**: Go to  > **Task** and select **Project** > **None (personal task)** .
- **To find the item later**: Go to **Actions** > **Tasks** . In the Project menu, select **Personal**.

Content limited to specific people

Documents and uploaded documents

- **Description**: When you publish a document limited to **Specific People**, it is stored in your personal container and is private to you and the other people you designated.
- **Are streams updated?**: You and the other specified people see a stream update when you publish, but other users cannot.
- **To set the item as Personal**: Before you publish the document, set its visibility option to **Specific People**.
- **To find the item later**: Go to **Content** > **Authored** > **Documents** and then select **Filter by personal content**. The light lock icon next to the document indicates it is limited to you and the other people you designated.

Discussions

- **Description**: When you publish a discussion limited to **Specific People**, it is stored in your personal container and is private to you and the other people you designated.
- **Are streams updated?**: You and the other specified people see a stream update when you publish, but other users cannot.
- **To set the item as Personal**: Before you post the discussion, set its visibility option to **Specific People**.
- **To find the item later**: Go to **Content** > **Authored** > **Discussions** and then select **Filter by personal content**. The light lock icon next to the item indicates it is limited to you and the other people you designated.

Messages

- **Description**: You can send one or more other users a private message.
- **Are streams updated?**: Messages are listed in the Inbox. They do not appear in streams.
- **To set the item as Personal**: Go to  > **Message** and select the persons to whom you want to send the message.
- **To find the item later**: Go to **Inbox**. In the Filter drop-down menu, select **Messages**.

Content that you cannot hide

- Blog posts.
- Discussions.
- Polls.
- Status Updates. However, you can limit your status update to a group if you want to limit its audience. For more information, see Posting status update in groups on page 59
- Projects.

Setting up content visibility options

If you're concerned about privacy, you can limit who sees different parts of your profile by editing your privacy settings.

To limit profile visibility:

1. Go to **Your avatar** > **Edit Profile** .
2. Go to the **Privacy** tab.
3. For each profile field, select who can view it.

   If you select everyone, then all users can see the contents of that field. Your community administrator may control who sees certain fields, such as those without a **Visible to** option.
4. Take a look at how others can see your profile by using the **Preview your profile** tool in the upper right corner of the page.
5. Click **Save** to save the changes.

Creating direct messages and private discussions

By using messages and private discussions, you can limit your audience to only the people you want.

Messages and private discussions show up in the Inbox of only the people you send them to. These are useful features, but the power of Jive is that nearly all topics in the community can be helpful to others, so try to keep things public whenever possible.

To send a message to someone, do one of the following:

- In your Inbox, click **Send Message**.
- Select  > **Message** .
- Click **Message** from the top of any of your attention streams.
- Hover over the person's name in any of your attention streams and click **Message**.

After your message is sent, the receiver can see it in their Inbox. From there, the receiver can respond directly.

To create a private discussion:

1. Click  > **Discussion** to create a discussion, then enter the title and details of the discussion.
2. Select **Specific People** under **Publish Location**.
3. Select the participants you want to include in the discussion.
4. When you're finished drafting the discussion, click **Post**.

Only the participants you selected can see a discussion notification in their Inbox. From there, they can respond to the discussion.

Saving drafts

You can use the Save As Draft feature to quickly jot down and save your thoughts in documents or blog posts. Then, you can come back later to edit and publish your content. You can also collaborate with others on saved drafts before publishing them.

You can save blog posts and documents as drafts. This can be useful if you need time to finalize your thoughts before publishing something. Additionally, drafts are not visible in any streams.

Creating and editing drafts

To save a blog post or a document as a draft:

1. Create and fill in a document or blog post.
2. Click **Save Draft**.

The document is saved as a draft and is not visible to anyone. You can find it on the **Drafts** tab of **Your Content**.

To edit a draft:

1. Go to **Your Avatar** > **Your Content** in the main navigation menu, and then click **Drafts** in the left sidebar to see your drafts.
2. If required, filter your Drafts results by documents or blog posts.
3. Click on the draft to edit the content.
4. Click **Publish** to save and publish the draft.

   You can edit the content and save it again as a draft, or publish it.

Collaborating on drafts

You can collaborate on drafts of blog posts or documents before you publish them or share an existing draft with other users.

To get people to collaborate on an existing draft:

1. Open the draft.
2. Click **Share** in the upper right corner of the page.
3. In the **Share** dialog box, select the people you want to share the post with and include a message for them.
4. Click **Share**.

The recipients are able to edit the draft and either save it as a draft or publish it.

Remote access

You can access and interact with a community from a mobile device.

Accessing community from mobile devices

Jive is accessible from mobile devices using the mobile Safari browser or by installing the Jive Daily Hosted app on your mobile device.

For more information about accessing community from a mobile browser, see Using community from mobile browsers on page 15.

For more information about using apps, see the Jive Daily Help.

Posting replies without logging in

When you reply to a community email from your email program, your reply is posted directly into your community.

If your community manager has turned on this feature, you can post a reply to something by replying to a notification email. You first need to set your user Preferences to receive email notifications on a particular stream, so that when someone updates something you follow in that stream, you get an email about it. For more information on how email notifications work, see Customizing notifications on page 30.

- To reply by email, click **Reply** in your email program, then type your discussion reply just as you'd type a reply to an email and send the email.

If the community is set up to receive replies via email, your reply is posted as if you'd logged in to your community and posted it from there.

Creating new content without logging in

If your community supports it, you can post new content by sending an email to the community.

This feature can be especially useful for posting when you can't reach the community using a browser. For example, you can email content from a cell phone that sends email.

Each place in your community provides email addresses for the content you can post via email. For example, you can send an email to the address corresponding to documents in a place, and a new document will be created there. Use the email addresses for the specific content you want to post.

The subject line of your email becomes the document's title, while the email body becomes its content body. For status updates, you can include a subject line or content in the email body. If you include both, the subject line and the email body content are separated by a line break in your posted status update; if you include only a subject line or only email body content, then that is the only content you see in your status update.

To create community content with email:

1. Go to a place if you want to create content in the place or your profile if you want to create your private content.
2. Click **Actions** > **Create via email** .

   You won't see this option if your administrator has not activated the ability to create content by email.

3. Select the types of content you want to create.
4. Click **Actions** > **Email vCards** .

   You should receive an email from your community that includes this vCard.

5. In your email or address book program, save the vCard as one of your Contacts.

   For example, in Microsoft Outlook you can drag the vCard to your Contacts folder. On a Macintosh, you can double-click the vCard to add it to your address book.

6. In your email application, create a new message and select the address you just added from the vCard.
7. In the email subject, type the title you want your content to have in Jive.
8. In the body of the email, type the main part of the content. If you want to include tags, in the last line of your email type **Tags: tag1here tag2here tag3here**.

   This tags your content so that people can find it more easily later.

9. Send the email to create the content in the Jive place.

Using feeds

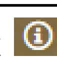
Use RSS feeds to get content updates without visiting the community.

By subscribing to a feed and using a feed reader (also known as an aggregator), you can discover what has changed in the application without having to visit it. For more information, see What are feeds? on page 151.

Note: RSS subscriptions are not supported if you have SSO enabled in your community because the RSS reader cannot follow HTTP redirects for authentication.

To subscribe to a feed:

1. To subscribe to an RSS feed:

Options	Description
For places	Go to the landing page, click , and then click **Feeds**.
For blogs	Go to the blog landing page and click **View Feeds**.

Options	Description
For discussions	Go to the discussion and click on the feed icon .

You can see a list of available feeds for that place.

2. To subscribe to a feed, click on the link that corresponds to the content type you want.

   You can subscribe to specific content types, such as only discussions posted in a group or only the comments of a blog.

3. Select the application you want to use as your feed reader and click **Subscribe Now**.

   When you subscribe, you may need to enter your user name and password so that Jive knows it's not giving feed information to just anyone.

Attention: In order to subscribe to RSS feeds with Outlook 2007, you need to use the limited workaround if you use Internet Explorer. For more information, see http://support.microsoft.com/kb/917125.

Advanced group management

Group owners have a number of permissions that can help them effectively manage groups and group membership.

Group owner and administrator permissions

A group administrator has almost the same abilities to manage a group as the group owner (the one who creates the group), except a group administrator cannot delete the group unless they are also the community administrator.

Besides deleting the group, group owners and administrators can also customize the group landing page and manage group members, including disabling them, deleting them, or sending them messages. For more information, see Customizing the group landing page on page 55 and Managing group members on page 160.

Changing group settings

You can edit group details to customize your group, for example, to change the name, description, image, and type of the group.

If you're a group owner or administrator, you can edit details such as the group's name, description, type — the same things you entered when you created the group. These details help people find your group and know what your group is up to. You should think of the group details as a book cover that potential members can glance at to decide whether the group is something they need follow to get the latest news.

To change the group details:

1. Go to your group, and then click **Manage** > **Settings** .
2. Change to update your group information like you did when you created the group. For more information, see Creating groups on page 51.

Making and managing announcements

Announcements can be an effective way to get people's attention.

You can post an announcement when you are the owner of a place (space, project, or group). Announcements appear in the Inbox of users following the place and on the banner on the home page of the place.

Caution: If available in the community, users may also get an email when a new announcement is posted if they selected **Email** for **Inbox: Activity** on their **Preferences** page. For more about that, be sure to read Customizing Email Notifications. If you do not want Inbox and email notifications sent when you create an announcement, be sure to uncheck the **Send Inbox notifications** box (checked by default).

To create an announcement:

1. Go to the landing page where you want the announcement to appear. This can be the landing page of a space, project, or group that you own.
2. Click the **Manage** > **Announcements** .
3. Click **Add a new announcement**.
4. Enter the details of your announcement and specify the beginning and expiration dates. Decide how long the announcement should be displayed by selecting a start and end date.

   Announcements start at 12:00 (AM) on the start date and expire at 23:59 on the end date, in the announcement creator time zone.
5. If you do not want Jive Inbox and email notifications sent when you create an announcement, clear the **Send Inbox notifications** box.
6. Click **Save**.

To share, edit, expire, or delete an announcement:

- Click **Show Details** on the announcement or navigate to the home page of the space, project, or group where the announcement appears and click **gear icon** > **Announcements** .

Note that when you expire an announcement, you are saving and hiding it, but not deleting it. This is useful if you want to repost the announcement at a later date.

Managing group members

By managing group members, you can make changes like disabling them, deleting them, or sending them messages.

When managing group members, you can, among other actions, ban or disable members, delete members from the group, and send messages to members. You can also export member information as a contact list which can be imported into another application, such as an email address book.

This is also the place to change a selected member's role from administrator to member, or back the other way. An administrator role lets the member make the same kinds of changes you can make as the group's owner.

But if you need to see a quick count of members and followers, click **About** on your group's landing page. From here, you can click on the **Followers** and **Members** links to be directed to your group's **People** page.

To manage group members:

1. Go to the group and click the **Manage** > **Members** .
2. To manage multiple members at once, select all members you want to modify and then use the **Modify selected** list to select the action you want to apply to all selected members.
3. Click **Change** > **Change Role, Disable or Delete** next to the members you want to manage.
4. Click **OK** .

Making bulk changes to content in places

You can make bulk changes to content items stored in a place, including applying tags, categories, and outcomes. Also, you can move or delete a list of items. This can be a quick and easy way to organize the content in a place better so that you and others can find it faster later.

You need to be the place owner or have the Manage Community permissions to make bulk changes in the place.

To make changes to content in bulk:

1. Go to the place you own and click the **Manage** > **Bulk manage content** .
2. On the **Bulk manage content**, select the content items to which you want to apply the changes.
3. Click an action icon in the menu above the item list. You can do one of the following:

Options	Description
Add tags	Applies the same tags to all of the selected items.

Options	Description
Add categories	Applies the same categories to all of the selected items. You won't be able to select this if categories are not set up in your community.
Set outcomes	Applies the same outcomes, such as Outdated or Final, to all of the selected items.
Move	Moves all of the selected items to the new place you choose.
Delete	Deletes all of the selected items.

4. In the dialog box, review the list of items. If necessary, click **Remove** next to an item to remove the item from the list.
5. Click **Continue**. You may need to click another **Continue** depending on the option you selected.
6. Depending on the selected action, specify the settings or once again review the issue list.
7. Click **Continue**.

   The selected action is performed, and the results are displayed in the dialog box.
8. Click **Close** to close the dialog box.

Customizing News page

The News page features a variety of streams (News streams) designed to direct users to content, people, and places of their interests.

For example, it includes an All Activity stream, which shows the recent activity from all over the community depending on user permissions. Additionally, it also displays the latest updates in specific streams that a particular user may be following or any custom streams that the user may have created.

Attention: You must have Manage News Streams or Manage Community permissions to create, modify, or delete News streams.

For more information on using the News page and News streams, see Using News in the User Guide.

Overview of News

The News page is the central place for you to see what's happening in the community. The News page features a variety of streams designed to direct you to content, people, and places that pertain directly to you. You can *also see your Following stream, any custom streams you have created, and the All Activity streams, which show recent activity from all over the community that you have permission to see.*

You can see these streams individually by clicking the link to a stream in the stream menu at the top of the page and scrolling down the page, or you can use the main News page to overview the latest items in each stream in a combined block view. Each block has a header that shows what stream the item came from.

Note: The News page responds to browser width by adjusting to fit all your streams so your main navigation menu may differ slightly from browser to browser or from screenshots in this Help. For example, you may see your News subscription streams listed individually or collapsed into a drop-down menu.

You can pin any of the streams listed on your News page to either the News or Home button in the main menu, depending on how your community manager has set up the main navigation menu in your community. Just click the pin icon from the desired stream's page, and when you click Home or News from anywhere in the application, you are taken to the page you pinned. For more information, see Pinning pages for quick access.

The News page also features a variety of tiles to help you find important people, places, and content quickly. The Trending Content and Trending People tiles are included by default but may be removed by your community manager.

Here's an overview of what you can see on the News page. For a quick visual tour of the News interface, see News page interface on page 18.

News (top-level view)	The News view aggregates and displays content posted in your News and Following streams. However, unlike your streams, the News page does not show content updates and comments in a stream view. Content that gets updated or interacted with is not moved to the top of the News view: this view shows *only new things*. Content is pulled in and displayed in the News view in the order in which your streams are displayed to the right of News in the stream menu. Duplicated content is removed if it's already being pulled in from a higher-order stream. The content you've read (by clicking through to it either from your desktop or a mobile version of Jive) stays in News for two days before going away. The content you haven't yet read stays for ten days. Because the News streams are designed just for you, you won't see the same content pulled into the News view that other users see.
News streams	These are the streams you see listed when you expand the menu under News. These streams are created and managed by your community manager or people with Manage News Streams permissions. Because these streams are designed just for you, you may not see the same News streams or the same content in them that others see. For more information, see Overview of News streams on page 19
All Activity: Top & Trending stream	This stream shows you the trending content in your community to get you a feel for what's happening right now.

All Activity: Most Recent stream	This stream shows you all community updates that you have permission to see as they are posted in real time. Scrolling through this stream can be useful for adding new people and content to your Following or custom streams.
Following	When you start following people, places, and content items, they are automatically added to this stream. Use this stream if you want to check in throughout the day but not create a lot of custom streams. This stream is included for you by default, and you can add to or delete content, people, and places from it.
Your custom streams	If you've created any custom streams, you can see those listed to the right of Following. Custom streams can be a great way to keep up with the content, people, and places that matter most to you in your community. For some examples of custom streams which you might want to create for yourself, see Examples of custom streams on page 22.

Overview of News streams

News streams that are displayed on the News page are configured for you by your community manager and are designed to bring you the latest news from your organization, department, team, or product. Additionally, you can create your own custom streams to tailor the news.

Click **News** to find your News streams if they've been set up.

Because they are designed just for you, you may not see the same News streams or the same content in them that others see. For example, everyone in your community may see the CEO's Blog stream that shows the latest blog posts from your organization's CEO. However, only people in the Marketing department may have a stream called Marketing News that shows activity from the Marketing space.

Also, you might have a News stream based on your role in the community. For example, let's say everyone has a stream called What’s New, but what is displayed there differs depending on the user's role. Or customers might see content pulled from the Special Promotions blog in their What's New stream, but vendors might see content pulled from the New Solutions group.

For more information about streams and how they work, see Overview of streams on page 20.

Tips for creating News streams

Before you create a News stream, consider the following questions.

Does absolutely everyone need this information?	News streams created for everyone display information on the News page for *all* registered community users. If you work in a large organization, this could include all people across a wide variety of job roles, divisions, and locations.

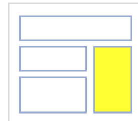
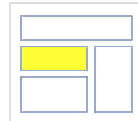
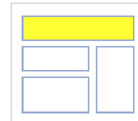
How much traffic is generated by the place or blog I want to share content from?	The place you select for a News stream should not be too noisy for the intended audience. For example, if your Sales group sometimes contains social chatter, consider creating a more controlled group or blog that contains only key communications, and use that one for the News stream.
Who needs this News stream?	You can define audiences by selecting individual people, by filtering on profile fields, or by selecting a user permissions group that is defined in Jive. The last two choices may require some preparation on your part: to make sure you're using profile fields consistently or to create any permissions groups you need for targeting an audience. You may need to work with your community manager to define user groups.
What are some examples of News streams I might create?	For a detailed example of how you might create News streams for your community, see All About the News Feature on Worx.

News page tile reference

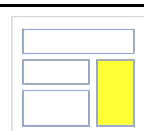
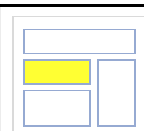
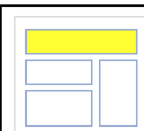
Here is a complete list of the tiles available on the News page of your community.

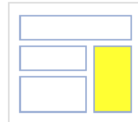
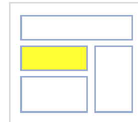
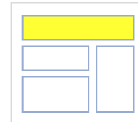
Tiles are split by category, similar to tiles arrangement in the UI. Some tiles can be available in more than one category.

Collaboration tiles

Tile	Description	Dependencies	 Narrow column	 Widecolumn	 Jumbo column	Jive Daily support
Document Viewer	Shows a full preview of a document you choose to display	Content added manually				
Helpful Links	Builds a list of key links for quick reference. Links can be internal to your community or external URLs	Content added manually				
Key Dates	Shows selected dates for your team	Content added manually				

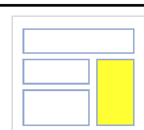
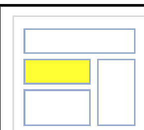
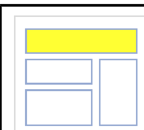
Graphic Elements tiles

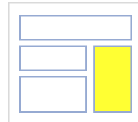
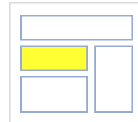
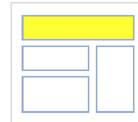
Tile	Description	Dependencies	 Narrow column	 Widecolumn	 Jumbo column	Jive Daily support
Banner	Adds a series of linked images with text to promote important content	Content added manually				
Carousel	Links a rotating image carousel to crucial destinations	Content added manually				
Create an HTML Tile	Adds HTML	Content added manually				*

Tile	Description	Dependencies	 Narrow column	 Widecol-umn	 Jumbo column	Jive Dai-ly sup-port
Image Gallery	Creates a slideshow with images and captions	Content added manually				
Video (Exter-nal)	Shows a manu-ally selected video from an external, non-community source	Content added manually				

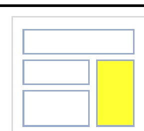
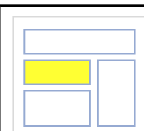
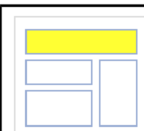
* The configuration of each Custom HTML tile defines if it is available on Jive Daily for Cloud. For more information, see Using Custom HTML tiles on page 194.

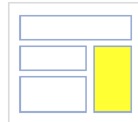
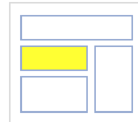
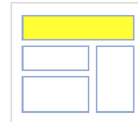
Custom List tiles

Tile	Description	Dependencies	 Narrow column	 Widecol-umn	 Jumbo column	Jive Dai-ly sup-port
Expand-able Sec-tions	Shows links to community content under collapsible headings	Content added manually				
Featured People	Builds a list of important peo-ple for your place	Content added manually				

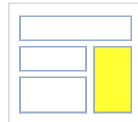
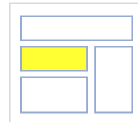
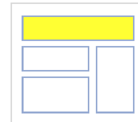
Tile	Description	Dependencies	 Narrow column	 Widecol-umn	 Jumbo column	Jive Daily support
Helpful Links	Builds a list of key links for quick reference. Links can be internal to your community or external URLs	Content added manually				
Key Content and Places	Displays a list of content and places that you can edit and manage yourself	Content added manually				

Dynamic List tiles

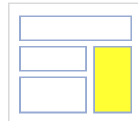
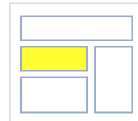
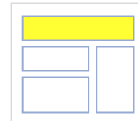
Tile	Description	Dependencies	 Narrow column	 Widecol-umn	 Jumbo column	Jive Daily support
Featured Quest	Shows the user's progress as they complete a quest	Relies on a quest being selected				
Latest Blog Posts	Shows the newest blog posts in your community	Content added manually. Blogs must be enabled				
Similar Places	Shows places with the same tags	Relies on content being tagged				

Tile	Description	Dependencies	 Narrow column	 Widecolumn	 Jumbo column	Jive Daily support
Super List	Shows an updated, filtered view of content, people, or places	Relies on a query: click **Use this view in a tile** at the bottom of any People, Places, or Content browsing result				
Tagged Content	Displays content that matches specific tags	Relies on content being tagged				
Top News	Displays news headlines from the community that are pulled in from each of the News streams	Relies on content from the News streams				
Trending Content	Displays content that is getting an increase in views and likes	Relies on content getting viewed or liked, or both				
Trending People	Displays people whose activity is getting an increase in views and likes	Relies on content getting viewed or liked, or both				

Support tiles

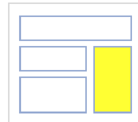
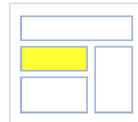
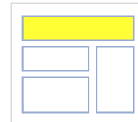
Tile	Description	Dependencies	 Narrow column	 Widecolumn	 Jumbo column	Jive Daily support
Ask a Question	Finds a previously asked or answered question, or gives the ability to ask a new one	Relies on content query. Configure to select content types and places to query				
Helpful Links	Builds a list of key links for quick reference. Links can be internal to your community or external URLs.	Content added manually				
Super List	Shows an updated, filtered view of content, people, or places.	Relies on a query: click **Use this view in a tile** at the bottom of any People, Places, or Content browsing result				

External Add-Ons tiles

Tile	Description	Dependencies	 Narrow column	 Widecolumn	 Jumbo column	Jive Daily support
Create an HTML Tile	Creates a custom user experience by inserting HTML content into a tile for your place	Content added manually				*
Quests	Displays quests for community members to complete	Relies on a quest being enabled				
Hero Image	Provides a key image with a link and call to action as a header for your News page	Content added manually				

* The configuration of each Custom HTML tile defines if it is available on Jive Daily for Cloud. For more information, see Using Custom HTML tiles on page 194.

Custom tiles

Tile	Description	Dependencies	 Narrow column	 Widecol-umn	 Jumbo column	Jive Daily support
Create a Content or Place Tile	Displays a list of content and places that you can edit and manage yourself. This tile and its content can be shared and used by other people in the community	Content added manually				
Create a People Tile	Build a list of important people for your place	Content added manually. This tile and its content can be shared and used by other people in the community				

Configuring News FAQ

Here are some frequently asked questions and answers about setting up the News page and news streams.

Who can create and modify the News page and news streams on the page?

People with Manage News Streams permissions have the rights to modify the News page and create, modify, or delete news streams for this page for the entire community, including those set up by other people with Manage News Streams permissions. People with Manage Community permissions already have these rights.

Can I add a secret place to the News stream?

Yes, if you are an owner or member of the secret place. Be aware when you add a secret place to a news stream to be displayed on the News page that other users with Manage News Streams or Manage Community permissions are able to see this stream. However, they are not able to modify or delete a News stream that has

	a secret place of which they are not an owner or member.
Is there a limit to the number of News streams the community can have?	There can be up to 10 news streams on the News page configured in your community. This does not include each user's ability to create up to 10 custom streams of their own; so a user can see up to 10 News streams and 10 of their own custom streams listed in the left sidebar.
How many rules can I have per News stream?	You can have up to 100 rules in a News stream. Within each rule, audiences and places are essentially unlimited.
Can I change the name of the News link on the navigation bar?	Yes. Just use the Single Custom Links feature in the theming interface.
How do I turn off Top & Trending?	You can turn off Top & Trending in through a system property. You can submit a ticket to support asking for the following system property change: `recommender.enabled = false`. This removes the Top & Trending stream from being introduced into the News aggregation.

Designing activity and custom pages for places

To customize a space, group, or project with a preconfigured set of content options designed for specific collaboration goals, you can use your Activity page as the landing page, and then apply and configure a place template.

An Activity page shows a real-time activity stream of updates happening in the place, such as status updates and replies to content.

Place templates are the starting point for setting up an Activity page: each template contains an activity stream, plus a configurable group of tiles that reflect common collaboration goals. When you edit an existing place, create a group, start a project, or (if you have permission) create a new space, you can choose a temple from a list of pre-designed place templates. You need to quickly set up a few essential tiles to start collaborating in reality-tested environments such as:

- An Event Planning place for organizing the material for an upcoming event
- A Vendor Collaboration place for partnering with external talent
- A private Pre-Hire Collaboration place for discussing potential job candidates

When you use a place template, you can add or remove any tiles and move them around within the layout. Tiles are visual building blocks of information. They may dynamically pull data either from around your Jive installation or a third-party service, or they may be configured with the information you've hand-selected.

Adding custom pages to places

If you are a place owner, you can add your own custom pages to a place to allow more flexibility in designing places for specific needs. For example, you might add a Product Schedule page that shows your upcoming shipping dates and product owners.

For communities with widgets enabled, you need to set the place to Activity + Pages to see this option. For more information, see Adding Overview page on page 56.

Important: We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see Understanding pages in places.

You can add a new page to your place to spotlight and organize content in that place. Once you add a page, you populate it with tiles tailored for that place. For example, you may want to dedicate a page to one important document by using a Document Viewer tile, or you may want to add a creative flair to your place by using an HTML tile.

You need to be able to edit a place to add tiles to Activity and custom pages.

Note: Your community manager determines the number of custom pages you can add to a place. The default number is five.

To add a new custom page to your place:

1. In your group, click **Manage** > **New page** .
2. In the **Create a page** dialog box, enter a name for your page.
3. Select the column layout you want for the new page.
4. Click **OK**.

   The page opens for editing.
5. Add and configure the tiles you want to appear on the new page.

   You must add at least one tile.
6. Click **Save**.

New pages appear first in the place navigation menu.

- To make changes to your page, go to the page and click the **Gear icon** > **Edit page** .

Attention: If you enable widgets and reset the place pages to Overview or Activity + Overview and save that change, you'll no longer see the new page you just created. However, if you then *reset* the navigation to Activity + Pages and save that change, you'll see your custom page again. You don't actually lose any new pages you have created if you change the place pages. You just don't see them when the place pages are set to Overview or Activity + Overview.

Applying place templates

When you apply a place template to an existing project, space, or group, you get a preconfigured Activity page that contains the tiles and layout included in the template.

Applying a place template to a place only affects the Activity page in that place. It changes the selection of tiles on the Activity page and the order in which they're displayed.

: When you apply a new place template to a place whose tiles have been configured, you lose all configuration in the tiles. For example, if you created a People list, it will be wiped out and replaced with empty, unconfigured tiles, even if the place template includes a People tile. The exception is that Salesforce authentication persists if you apply a different place template that uses a Salesforce connection.

To apply a new Place Template to an existing place:

1. In your place, click the **Manage** > **Settings** to open the Activity page for editing.
2. Click **Browse Templates** in the upper left corner of the page.
3. Choose a place template for this place.

   Place templates determine what tiles and streams provide the layout and data for your group's Activity page. You should choose the one that's right for the kind of collaboration that is planned to happen in your place. For more information, see Place template reference on page 179.
4. Click **Apply Template**, and then confirm your decision.
5. To configure the existing tiles, do the following:

   a) Click ⚙ on the tile and configure it.
   b) Click **Apply** in the tile dialog box.
6. To add a new tile, click **Add a tile**, then select the tile and configure it.
7. Click **Save** to update the place with your changes.

The Activity page that is based on the applied template is configured for your place.

Adding tiles to Activity page

You can use tiles to display specific information that you want the visitors to see in a place. Here you can find how to add tiles to the Activity page of a place.

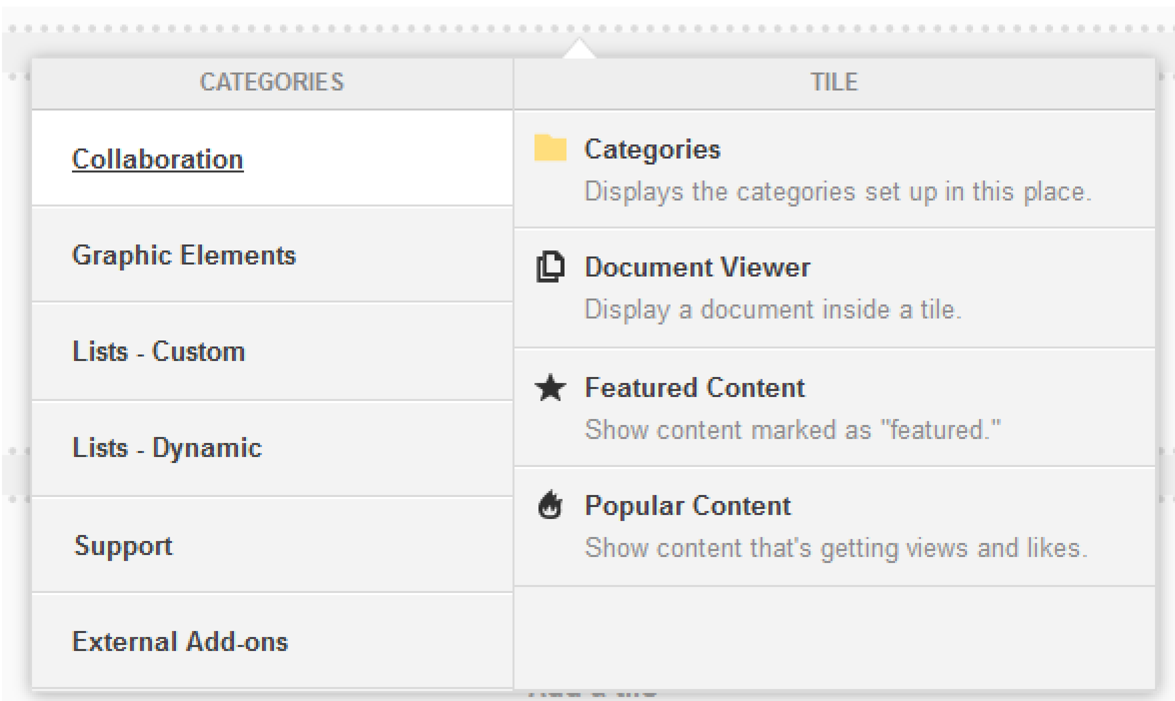
You need to be able to edit a place to add tiles to Activity and custom pages.

Tiles display useful information on Activity and custom pages of a place. For more information about tiles, see Using tiles on page 191 and Tile reference on page 201.

To add tiles to the place Activity page:

1. In your place, click the **Manage** > **Settings** to open the Activity page for editing.
2. Click **Add a tile**.

3. In the dialog box, select a category on the left, and select the tile that you want to add on the right.



Note: Note that the list of tiles that appears for selection is different for wide and narrow columns respectively. Once added, these tiles can be moved vertically within the same column or removed within the layout as required.

---

4. If required, configure the tile by clicking the gear icon at the upper right corner of the tile and adjusting the tile parameters, and then click **Apply**.

   The tile is added to the page.
5. If required, adjust the tile position in the layout column by using the arrows in the upper right corner of the tile.
6. Click **Save** to save the page changes.

The Activity page opens with the tiles you set up for the page.

Adding tiles with external stream integrations to Activity page

External stream integrations are available along with tiles on your place Activity page. You can configure the Activity page to display information from the external streams.

External stream integrations display information from external systems, such as a Facebook stream. Note that a relevant add-on must be installed and configured in the community. For example, to receive information from a Facebook stream the Facebook add-on must be installed in the community.

You need to be able to edit a place to integrate external streams into the Activity page.

To integrate external streams to tiles on the place Activity page:

1. In your place, click the **Manage** > **Settings** to open the Activity page for editing.
2. Click **External File Storage**.
3. Select external stream integration that you want to add.
4. If necessary, configure the tile. The settings depend on the external stream you want to add.
5. Click **Save** to save the page.

The tile displays information from the external stream.

Adding tiles to custom pages

You can use tiles to display specific information that you want the visitors to see in a place. Here you can find how to add tiles to the custom pages of a place.

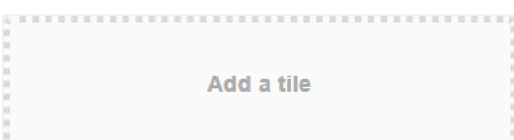
You need to be able to edit a place to add tiles to Activity and custom pages.

Tiles display useful information on Activity and custom pages of a place. For more information about tiles, see Using tiles on page 191 and Tile reference on page 201.

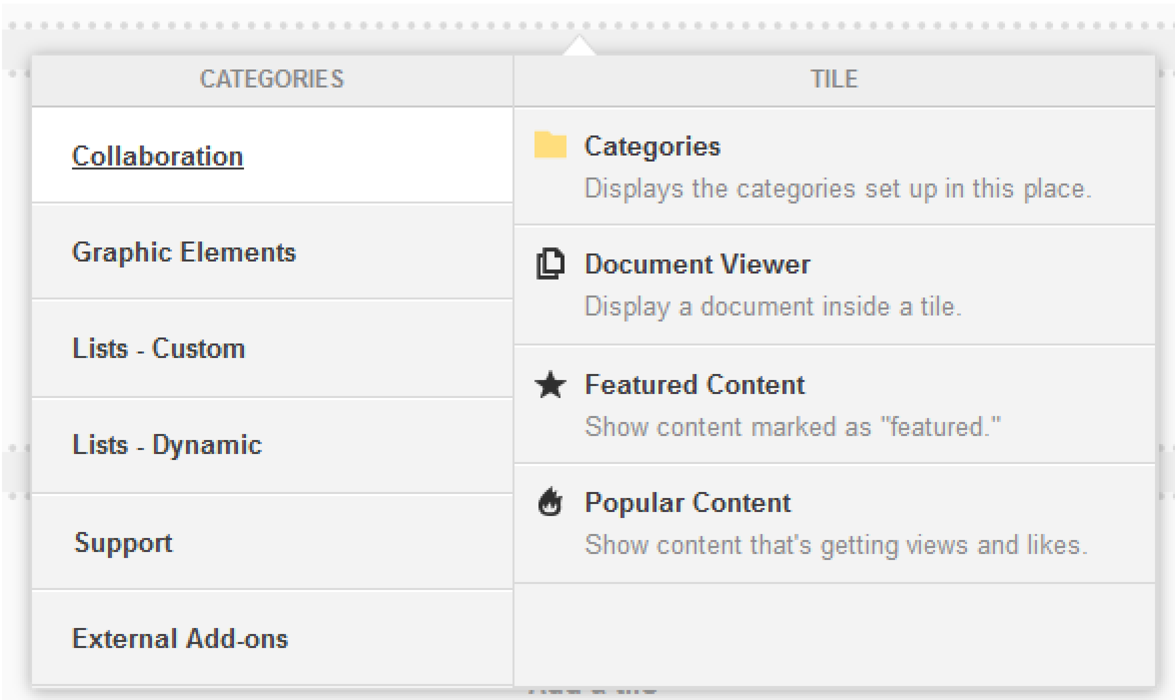
To add tiles to a custom page:

1. In your place, click the **gear icon** > **Edit <page title> page** .

   The custom page you selected opens for editing.
2. Click **Add a tile**.



3. In the dialog box, select a category on the left, and select the tile that you want to add on the right.



Note: Note that the list of tiles that appears for selection is different for wide and narrow columns respectively. Once added, these tiles can be moved vertically within the same column or removed within the layout as required.

4. If required, configure the tile by clicking the gear icon at the upper right corner of the tile and adjusting the tile parameters, and then click **Apply**.

   The tile is added to the page.
5. If required, adjust the tile position in the layout column by using the arrows in the upper right corner of the tile.
6. Click **Save** to save the page changes.

The custom page opens with the tiles you set up for the page.

Managing page navigation in places

You can rearrange the custom pages if they are enabled. But you can't change the order of the predefined pages.

You need to be able to edit a place to manage place navigation.

To reorder links to custom pages in the place navigation menu:

1. In the place, open a custom page and then click **Edit page**.
2. To reorder custom pages, drag and drop the page lines to where you want to see them on the place navigation menu.
3. Click **Save** to save the changes.

Creating a new place template

You can create a new place template based on a currently configured place. Custom pages are not saved within the new template.

You need to have rights to edit a place to save it as a template.

Fastpath: **Place** > **Manage** > **Save as new template**

If you want to create a new place template, you can base one on the tiles included in an existing place you've configured and saved. For example, if you create a group by using the General Collaboration template, but add and delete some tiles to include different information in that group, you can use **Save as new template** to save the layout of the tiles as a Place Template. Then you can apply that template to other places you create.

Note: If you have Community Manager rights, you can save place templates as community templates so that other people in the community can use them. Alternatively, only you can see your saved templates in Your Templates.

A template saves the type, order, and layout of tiles for a place. It does not save the configuration of those tiles. If you've created lists of links using the Helpful Links tile, for example, and saved a template based on that place, places with that template applied will have the Helpful Links tile in the same position. But they will not include the link list you created. This is true even if you later reapply that template to the same group.

To create a template based on an existing place:

1. In your place, click the **Manage** > **Settings** to open the Activity page for editing.
2. Change the tiles until the layout looks the way you want.

   For more information, see Adding tiles with external stream integrations to Activity page on page 176.

3. Click **Save** to save them to the current template.

   Note: Custom pages you add are not saved within the template.

4. Click **Gear icon** > **Save as new template** and specify a name and description for the new template.

   This option becomes available only if you have customized the current template.

5. Provide a name and tags for the new template.

   Tags are used to populate the Similar Places tile.

6. Click **Save**.

The new template is saved, and you can see it under Your Templates when browsing place templates.

Place template reference

Each place template contains a selection of tiles customized for a specific collaborative activity, such as Sales or IT. Here you can find references for the templates to help you understand which templates you can access.

Templates are organized according to the kind of workgroup that typically uses them, but you can rename and customize any template. The right template contains more or less the tiles that you need. For example, if you want to set up a place to track items identified for quick follow-up, you could pick the Sales Answer Desk template when creating the place, even if Sales isn't your main goal. This template includes a Featured People tile to identify people you can direct questions to, tracks items marked for Action and recent decisions, and surfaces popular content.

For more information about creating place templates, see Creating a new place template on page 178. For more information about data tiles and the information they're based on, see Place tile reference on page 212.

It's possible to develop custom tiles that aren't included in the product, including tiles for third-party integrations. For the latest developer information and programming tutorials, see the Jive Developer portal at https://developers.jivesoftware.com/.

Restriction: If your community does not have additional modules enabled, you may not see some of the feature options that are listed and your options may be different.

General place template reference

General place templates are useful for general collaboration cases not focused on a specific business function, and can easily be used as the base for custom templates.

Place template	Tiles	Features	Default type	Default tags
TeamCollaboration	Top Participants Key Content and Places Featured Content Recent Decisions Finalized Content	Discussions Polls Blogs Documents Ideas Projects Videos Events Status Updates (in groups only)	Public	—
Best Practices Sharing	Featured Content Popular Content Image Gallery Top Participants Key Dates	Discussions Polls Blogs Documents Ideas Projects Videos Events Status Updates (in groups only)	Public	best practice

Place template	Tiles	Features	Default type	Default tags
War Room	Gauge Finalized Content Action Items Top Participants Featured Content	Documents Discussions Status Updates (in groups only) Projects	Public	—
Customer 360	Gauge Featured Content Helpful Links Featured People Key Dates	Discussions Polls Blogs Documents Ideas Projects Videos Events Status Updates (in groups only)	Public	—

Corporate Communications place template reference

Corporate Communications place templates include selections of tiles focused on sharing videos, live events, communications planning, and blogging.

Place template	Tiles	Features	Default type	Default tags
Blog Central	Top Partici-pants Featured Con-tent Popular Con-tent	Blogs Status Updates (in groups only)	Public	blogs
Communica-tions Planning	Key Dates Featured Con-tent Action Items Recent Deci-sions Finalized Con-tent Image Gallery	Discussions Polls Blogs Documents Ideas Projects Videos Events Status Updates (in groups only)	Private	corp comms
LiveEventActiv-ity Streaming	Top Partici-pants Key Dates	Documents Status Updates (in groups only)	Public	event, stream

Human Resources place template reference

Human Resources place templates include selections of tiles focused on HR team communications and pre-hire communication with future employees.

Place template	Tiles	Features	Default type	Default tags
Best Practices Sharing	Featured Content Popular Content Image Gallery Top Participants Key Dates	Discussions Polls Blogs Documents Ideas Projects Videos Events Status Updates (in groups only)	Public	—

IT place template reference

Information Technology (IT) place templates include selections of tiles focused on technology rollouts, helpdesk support, and upgrade planning.

Place template	Tiles	Features	Default type	Default tags
Best Practices Sharing	Featured Content Popular Content Image Gallery Top Participants Key Dates	Discussions Polls Blogs Documents Ideas Projects Videos Events Status Updates (in groups only)	Public	best practice

Place template	Tiles	Features	Default type	Default tags
Technology Rollout and Support	Video (External) Featured Content Finalized Content Key Dates Helpful Links	Discussions Polls Blogs Documents Ideas Projects Videos Events Status Updates (in groups only)	Public	technology
IT Helpdesk Collaboration	Featured Content Popular Content Helpful Links Action Items Recent Decisions	Discussions Polls Blogs Documents Ideas Projects Videos Events Status Updates (in groups only)	Public	helpdesk

Place template	Tiles	Features	Default type	Default tags
IT Upgrade Planning	Key Dates Action Items Featured People Helpful Links Image Gallery	Discussions Polls Blogs Documents Ideas Projects Videos Events Status Updates (in groups only)	Public	it, upgrade
RFP Workgroup	Key Dates Popular Content Finalized Content Leaderboard or Top Participants Key Content and Places Gauge	Documents Discussions Status Updates (in groups only) Projects	Private	request_for_proposal, rfp

Marketing place template reference

Marketing place templates include selections of tiles focused on assembling marketing campaigns and collateral.

Place template	Tiles	Features	Default type	Default tags
Event Planning	Key Dates Featured Content Gauge Popular Content Recent Decisions	Documents Discussions Ideas Status Updates (in groups only) Projects	Private	event
Customer, Partner, or Vendor Collaboration	Key Dates Top Participants Helpful Links Finalized Content Action Items	Discussions Polls Blogs Documents Ideas Projects Videos Events Status Updates (in groups only)	Private Externally-accessible	agency, customer, partner, vendor

Place template	Tiles	Features	Default type	Default tags
Campaign Planning	Top Participants Finalized Content Action Items Key Content and Places Key Dates	Discussions Polls Blogs Documents Ideas Projects Videos Events Status Updates (in groups only)	Private	assets, campaign
Customer Success Stories	Top Participants Featured Content Popular Content	Blogs Documents Status Updates (in groups only)	Public	success_stories, win

Research and Development place template reference

Research and Development (R&D) place templates contain selections of tiles focused on innovation and collaboration R&D organizations, including FAQ and vendor collaboration.

Place template	Tiles	Features	Default type	Default tags
Best Practices Sharing	Featured Content Popular Content Image Gallery Top Participants Key Dates	Discussions Polls Blogs Documents Ideas Projects Videos Events Status Updates (in groups only)	Public	best practice
R&D Planning	Action Items Popular Content Top Participants Recent Decisions	Discussions Polls Blogs Documents Ideas Projects Videos Events Status Updates (in groups only)	Public	development, research

Sales place template reference

Sales place templates include tiles for information used to plan and close deals, including integrations with Salesforce.

Place template	Tiles	Features	Default type	Default tags
Sales Home	Popular Content Key Content and Places Video (External) Featured Content Featured People	Discussions Polls Blogs Documents Ideas Projects Videos Events Status Updates (in groups only)	Public	sales
Sales Answer Desk	Popular Content Helpful Links Featured People Action Items Recent Decisions	Videos Discussions Blogs Documents Projects	Public	questions, sales

Place template	Tiles	Features	Default type	Default tags
RFP Workgroup	Key Dates Popular Content Finalized Content Top Participants Key Content and Places Gauge	Documents Discussions Status Updates (in groups only) Projects	Private	request_for_proposal, rfp

Place template	Tiles	Features	Default type	Default tags
Competition	Featured People Top Participants Featured Content Popular Content Key Content and Places	Documents Discussions Blogs Status Updates (in groups only) Projects	Private (unlisted)	competition
Customer 360	Gauge Featured Content Helpful Links Featured People Key Dates	Discussions Polls Blogs Documents Ideas Projects Videos Events Status Updates (in groups only)	Public	—

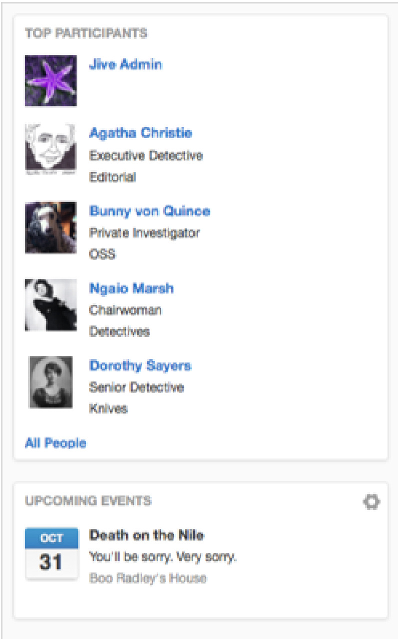
Using tiles

Tiles display useful information in Activity and custom pages for places, News page, and Your View pages.

- You have plenty of options to choose from when adding a tile to a place. Look through the categories to see all of your options. For more information, see Tile reference on page 201.

Two useful tiles that you can choose are the Top Participants and Upcoming Events tiles:

Figure 1: Example of tiles



- Different tiles are available in different places. Activity and custom pages, News, and Your View all have different tile options.

Note: If you own the place, you can choose whether or not to show these default tiles, and you can also add different tiles.

- You can use a tile as is or customize it to display specific information. For more information, see Designing activity and custom pages for places on page 172.

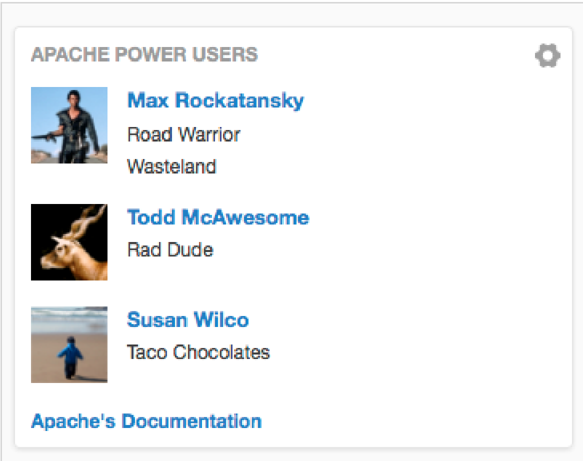
Creating Custom tiles

Custom tiles can include links to helpful content, people, and places in your community, and links external your community.

If you are a place owner, you can create custom tiles that include a list of links to helpful content, people, and places in your community, and to links outside your community. Your custom tiles are available to all of the places that you own. Community managers can create custom tiles and make them available to all places in the community.

A custom tile provides links to content, people, or places. For example, a custom tile might be helpful for an HR group to list all of this month's new hires and include a link to the community's Onboarding group. An Engineering space might find it useful to have a list of the team's power users with a link to an external documentation site, like this:

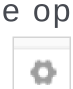
Figure 2: An example of a custom tile



To create a custom tile, first you add a tile, and then configure it to include the links you want to feature:

1. Go to your place.
2. To open the Activity page for editing, select **Manage** > **Settings** .
3. To open a Custom page for editing, open the page and click **Edit page**.
4. In a narrow column, click **Add a tile**.
5. Under Categories, select **Custom Tiles**.
6. Choose the kind of tile you want:

Options	Description
Create a Content or Place tile	Use this tile if you want to create links to specific content items and/or places in your community.
Create a People tile	Use this tile if you want to create links to specific people in your community.

   The added tile opens the configuration dialog box. Alternatively, you can click the gear icon  to configure the tile.
7. In **Title**, enter the tile a name.

   The tile name should describe the tile's content, such as Accounting Superstars or Engineering Docs.
8. Click **Add Content or Place** to add the links to the content, people, or places that you want this tile to display.
9. Optionally, you can add a link to the bottom of the tile to an internal community page or an external URL by clicking **Add an action link to the tile footer**.

10. Select the security type for this tile. The available options may differ depending on your permissions:

Options	Description
Lock tile contents	Locking the tile makes you the only person who can edit it. Other owners of the place can remove the tile from the place, but they cannot edit it. If you edit the tile, note that all instances of the tile (in other places that you own) are updated. If you do not lock the tile, any changes that you or other place owners make to the tile affect all instances of the tile.
Save as global tile for others in the community to use	Only users with Manage Community permissions see this option. All place owners in the community are able to use this tile. If the tile is locked, all place owners are able to use the tile but not edit it. If the tile is not locked, all place owners are able to edit the contents of the tile but not its title. If other place owners edit the content of the tile, all instances of the tile in the community are updated.

11. Click **Apply**.

Using Custom HTML tiles

If you are a place owner, you can create an HTML tile containing custom HTML code.

Overview of Custom HTML tiles

You should be aware of some aspects of Custom HTML tiles before you start designing them.

The HTML tile lets you provide customized HTML in a mobile-friendly tile on a place page. It replaces the HTML widget that was available in previous versions. For more information about using HTML tiles, see Adding an HTML Tile to a Page on Worx. For information about the capability of this tile versus a developer-created tile and the HTML widget, see Custom HTML in Your Jive Community on Worx.

HTML tiles on mobile devices

You can control visibility of each HTML tile. Depending on the complexity of your HTML, you may have concerns about whether your presentation can be displayed effectively on a mobile device. Setting the tile to be *mobile-unfriendly* means that it won't be displayed when the page is viewed on a mobile device or in narrow browser width. If you've designed your HTML to be responsive, you can safely enable **Mobile Friendly**. For more information, see Creating custom HTML tiles on page 195.

Link types in HTML tiles

The HTML Tile add-on differentiates between 3 types of links:

- Absolute, for example `<a href='http://localhost/groups/mygroup1/content'>Absolute</a>`
- RootRelative, for example `<a href='/groups/mygroup1/content'>RootRelative</a>`
- Relative, for example `<a href='content'>Relative</a>`

In the examples above, the HTML tile is placed within a group named *mygroup1* and that the instance URL is *localhost*. After being resolved, all three links redirect to the same URL address: `http://localhost/groups/mygroup1/content`.

Creating custom HTML tiles

You add a tile and then add your custom code to it to create your custom tile.

Note that for HTML tiles to be available on mobile devices, your community must be appropriately configured. For more information, see Overview of Custom HTML tiles on page 194.

To create a Custom HTML tiles:

1. Go to your place.
2. To open the Activity page for editing, select **Manage** > **Settings** .
3. To open a Custom page for editing, open the page and click **Edit page**.
4. Click **Add a tile**.
5. Under **Categories**, select **Graphic Elements**.
6. Under **Tiles**, select **Create an HTML tile**.
7. In the **Your HTML** dialog box, provide your HTML code.
8. To upload files for the tile, click **Manage Files** and upload the necessary files.
9. In **Height (px)**, specify the height of the tile, in pixels.

   You can specify the height of the tile as you want to. By default, it is set to 250 pixels for narrow tiles and 520 pixels for wide tiles. Note that with long tiles users may be required to scroll down to view all tile information.

10. If the tile responsive and the HTML code is mobile-friendly, under **Mobile Friendly** select **Yes**.
11. If the tile is not responsive, under **Mobile Friendly** select **No**.
12. Click **Preview** to see how the tile looks like.

13Click **Submit** to enter the tile to the page.
14Click **Save** to save the page changes.

The HTML tile is added to the page.

Creating Super List tile

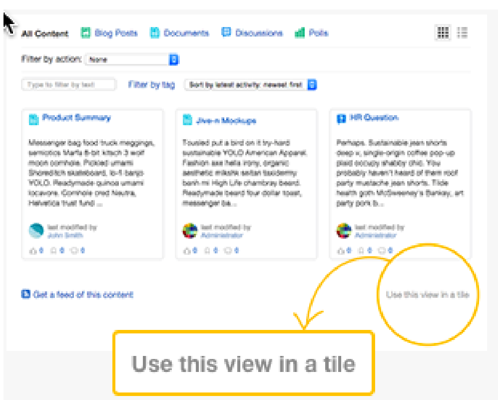
The Super List tile displays a filtered list of content, people, or places. You create the filter link, and then paste it into your Super List tile to get the results.

To create a filter link and add it into your tile:

1. Decide if you want information from the entire community or only information from a place to show up in your tile.
   a) If you want to see place content only in your super list then browse to the place, and select **Content**.
   b) If you want to see people, places, or content across the entire community, then append your community name with `/people`, `/places`, or `/content`.

   `https://community.aurea.com/content`

2. Filter and sort results that you want to see in the super list.
3. Copy the URL from the browser or click **Use this view in a tile** > **Copy to clipboard** .



4. Go to your place.
5. To open the Activity page for editing, select **Manage** > **Settings** .
6. To open a Custom page for editing, open the page and click **Edit page**.
7. In either a wide or narrow tile, click **Add a tile**.
8. Select **Lists - Dynamic** > **Super List** .
9. Paste the link into the **Paste filter link here** box.
10If you pasted a link to filtered content, choose one of the following options:

Options	Description
Basic list	Use this view to show title, author, and post date
Detailed list	Use this view to show title, snippet of content, and, if available, number of comments, replies, likes, and views.
Rich Preview	Use this view to show original content author avatar and name, post date, content icon and title, a thumbnail of an image (if available), a snippet of content

11. You can change the title and the number of items to display.
12. Click **Apply** to save the tile settings.
13. Click **Save** to save the page changes.

A Super List tile is added to your place.

Creating Ask a Question tile

An Ask a Question tile provides a field where users can type their question. As they type, search results are shown in the tile, and if no answers are found, they can create a new question from the tile.

When you add an Ask a Question tile to a place, the tile searches for all content types within the place. If a user does not find an answer, this place is also used as the default place for creating a question.

To add an Ask a Question tile:

1. Go to your place.
2. To open the Activity page for editing, select **Manage** > **Settings** .
3. To open a Custom page for editing, open the page and click **Edit page**.
4. In either a wide or narrow column, click **Add a tile**.
5. Select **Support** > **Ask a Question** .

   The tile is added to the page.
6. Click **Save** to save the page settings.

An Ask a Question tile to your place.

Creating Answered and Unanswered Questions Tiles

The Answered Question and Unanswered Questions tiles can be beneficial in places where people ask questions and look for answers. These tiles help place visitors see at a glance what's been asked and answered.

The Answered Questions tile lists the place's recently answered questions, for example, questions that include a reply marked as Correct Answer. This tile can be helpful in places where people go to find answers, such as a Customer Support group or IT space. The Answered Questions tile also helps users understand that the place is active and effective — questions are being asked and answered.

The Unanswered Questions tile helps encourage users to answer questions they see listed in the tile. You might also use the Unanswered Questions tile to determine upcoming work projects. For example, the manager of an accounting space might use the unanswered questions tile for project planning.

1. Go to your place.
2. To open the Activity page for editing, select **Manage** > **Settings** .
3. To open a Custom page for editing, open the page and click **Edit page**.
4. Click **Add a tile**.
5. Under **Lists - Dynamic**, select either the **Answered Questions** or **Unanswered Questions** tile.
6. In **Title**, specify the title for the tile.

   The default title is Answered Questions or Unanswered Questions depending on selected the tile. For example, in your place, it might be more appropriate to call the tile as Correct Answers.
7. In **Sort by**, select whether you want the **newest** or **oldest** questions to display first in the list.
8. In **Number of items to display**, specify the maximum number of questions to be displayed in the tile.

   By default, the limit is set to 10 questions. The number cannot exceed 25 questions.
9. When you're finished configuring the tile, click **Save**.
10. Click **Save** to save the page settings.

The tile is added to the page. If the place has questions, they are listed in the appropriate tile.

Using Content sets and Content Sets tiles

The Content Sets tile creates a browse sequence for key content on a custom page in a place. It can connect any combination of content, as long as it's inside the place.

By using the Content Sets tile, you can create a named set of content inside a place. This content is displayed in a linked browse sequence that indicates the order of reading. Content sets can include any kind of content that resides in the place where you're creating the set. Content sets are a powerful way to link and organize content within a place. For example, if you want to create a short guide that steps someone through a conceptual background, procedure, or other subjects that requires a specific order, you can bring together documents, discussions, and status updates in a single presentation.

Content sets are available only from custom pages in a place. If you navigate to the same piece of content in a different way, for example, if you find a document in a set by searching, you won't see it in the context of the set.

Building a content set

To begin creating a content set, you need to first make sure the content you want to include exists in the place where you're creating the set. If you're an administrator of the place, you can then add the Content Sets tile while adding or editing a custom page.

Removing content in a content set

You can remove an item from a set by editing the content set, but deleting the content or moving it into a different place also removes the content page from the set. If you delete all the content items in a section of a content set, the section is also removed.

Comparing Content Sets and Expandable Sections tiles

When you configure them, a Content Sets tile looks very similar to an Expandable Sections tile: the Content Set tile shows an ordered list of content (which also shows a collapsible view of content links with) and the Expandable Sections tile descriptions and section headings. However, the Content Sets tile is designed as a portal for reading a group of linked items in sequence, while Expanded Sections presents an organized set of quick links from around the community. The two tiles have the following important differences:

	Content Sets	Expandable Sections
Content Source	Only content posted in the Place where the tile is	Anywhere in the community, including personal or private content
Navigation	Move from page to page in the set without leaving the content group or returning to the tile page	One-way click-through from the tile page to each page in the set
Location	Custom pages and Activity pages	Your View, custom pages, and Activity pages

Using Expandable Sections tiles

The Expandable Sections tile lets you create a collapsible list of content links inside a tile on a place page, an Activity page, or your Your View page.

By using the Expandable Sections tile, you can organize content from around the community in an annotated list with headings. Your presentation of the linked content is displayed inside the tile. Website developers sometimes call this presentation an Accordion.

Expandable Sections can include any content you can see so that you can include content in private or secret (also known as private unlisted) groups. This makes the tile useful in Your View. Note that people who don't have access to the linked content won't see the links. They also won't see any sections that only contain links to content they can't see.

Removing content

You can remove an item by editing the tile, but deleting the content also removes the content page from the tile. If you delete all the content items in a section of a content set, the section is also removed.

Comparing Content Sets and Expandable Sections tiles

When you configure them, a Content Sets tile looks very similar to an Expandable Sections tile: the Content Set tile shows an ordered list of content (which also shows a collapsible view of content links with) and the Expandable Sections tile descriptions and section headings. However, the Content Sets tile is designed as a portal for reading a group of linked items in sequence, while Expanded Sections presents an organized set of quick links from around the community. The two tiles have the following important differences:

	Content Sets	Expandable Sections
Content Source	Only content posted in the Place where the tile is	Anywhere in the community, including personal or private content
Navigation	Move from page to page in the set without leaving the content group or returning to the tile page	One-way click-through from the tile page to each page in the set
Location	Custom pages and Activity pages	Your View, custom pages, and Activity pages

Troubleshooting tiles

You can diagnose and fix common problems with tiles by looking at our troubleshooting tips.

Relative URLs in HTML tiles are resolved incorrectly

The relative links in the existing HTML tiles sometimes may be resolved incorrectly, and the resulting URL in the tile is malformed. With Jive 2019.1 we provide a fix to this issue that affects all newly created tiles and a workaround for fixing up existing tiles.

To fix an existing HTML tile, do the following:

1. Create a new HTML tile.
2. Copy-paste the HTML code from an original HTML tile to the new tile.
3. Delete the original HTML tile.

Tile reference

Your View, Activity, and News pages all contain tiles. Here you can find references for these tiles to help you understand which tiles you can access and from where.

For more information about tiles, see Using tiles on page 191.

Tiles support in Jive Daily Hosted

The tiles you add to pages are displayed in the Jive Daily Hosted app in one column regardless of the tile layout selected for the page. You should also note that the app supports not all tiles; you can find the details in this section.

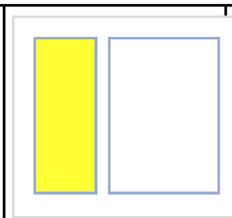
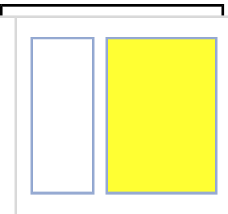
Your View tile reference

Here's a list of the tiles available on a Your View page.

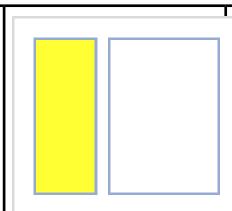
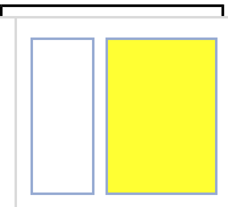
Tiles are split by category, similar to tiles arrangement in the UI. Some tiles can be available in more than one category.

Note: This page is not supported by Jive Daily Hosted.

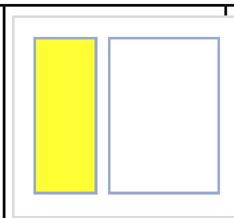
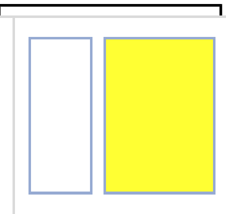
Collaboration tiles

Tile	Description	Dependencies	 Narrow column	 Wide column
Document Viewer	Shows a full preview of a document you choose to display	Content added manually		
Helpful Links	Builds a list of key links for quick reference. Links can be internal to your community or external URLs	Content added manually		
Key Dates	Shows selected dates for your team	Content added manually		

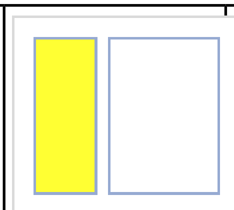
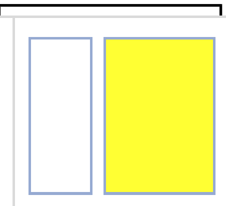
Graphic Elements tiles

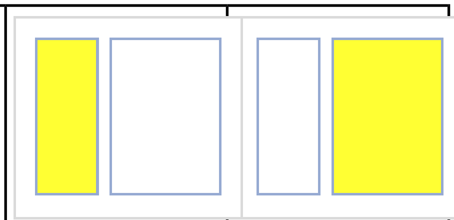
Tile	Description	Dependencies	 Narrow column	 Wide column
Gauge	Shows status on a gauge	Set manually		
Video (External)	Shows a manually selected video from an external, non-community source	Content added manually		

Custom List tiles

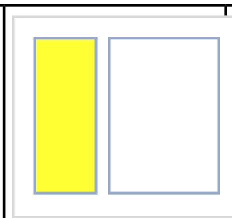
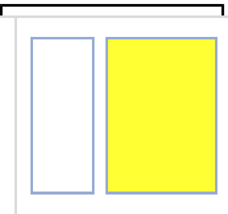
Tile	Description	Dependencies	 Narrow column	 Wide column
Expandable Sections	Shows links to community content under collapsible headings	Content added manually		
Featured People	Builds a list of important people for your place	Content added manually		
Helpful Links	Builds a list of key links for quick reference. Links can be internal to your community or external URLs	Content added manually		
Key Content and Places	Displays a list of content and places that you can edit and manage yourself	Content added manually		

Dynamic List tiles

Tile	Description	Dependencies	 Narrow column	 Wide column
Frequently Viewed	Shows the people, places, and content you visit most	Relies on an algorithm		
Latest Blog Posts	Shows the newest blog posts in your community	Content added manually. Blogs must be enabled		

Tile	Description	Dependencies	 Narrow column	Wide column
Recently Viewed	Shows the people, places, and content you viewed recently	Relies on an algorithm		
Similar Places	Shows places with the same tags	Relies on content being tagged		
Super List	Shows an updated, filtered view of content, people, or places	Relies on a query: click **Use this view in a tile** at the bottom of any People, Places, or Content browsing result		
Tagged Content	Displays content that matches specific tags	Relies on content being tagged		
Trending Content	Shows content that's attracting views and interactions	Relies on an algorithm		

Support tiles

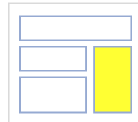
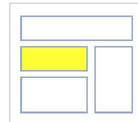
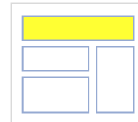
Tile	Description	Dependencies	 Narrow column	 Wide column
Helpful Links	Build a list of useful links for quick reference. Links can be internal to your community or external URLs.	Content added manually		
Super List	Shows an updated, filtered view of content, people, or places	Relies on a query: click **Use this view in a tile** at the bottom of any People, Places, or Content browsing result		

News page tile reference

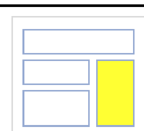
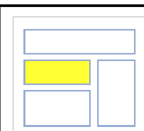
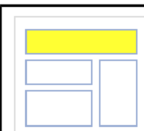
Here is a complete list of the tiles available on the News page of your community.

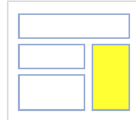
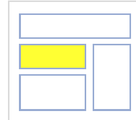
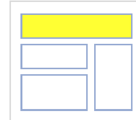
Tiles are split by category, similar to tiles arrangement in the UI. Some tiles can be available in more than one category.

Collaboration tiles

Tile	Description	Dependencies	 Narrow column	 Widecol-umn	 Jumbo column	Jive Daily support
Document Viewer	Shows a full preview of a document you choose to display	Content added manually				
Helpful Links	Builds a list of key links for quick reference. Links can be internal to your community or external URLs	Content added manually				
Key Dates	Shows selected dates for your team	Content added manually				

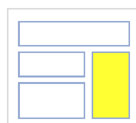
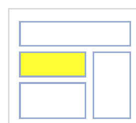
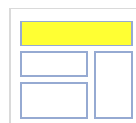
Graphic Elements tiles

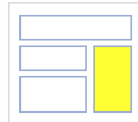
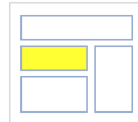
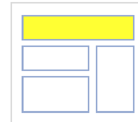
Tile	Description	Dependencies	 Narrow column	 Widecol-umn	 Jumbo column	Jive Daily support
Banner	Adds a series of linked images with text to promote important content	Content added manually				
Carousel	Links a rotating image carousel to crucialdestinations	Content added manually				
Create an HTML Tile	Adds HTML	Content added manually				*

Tile	Description	Dependencies	 Narrow column	 Widecol-umn	 Jumbo column	Jive Dai-ly sup-port
Image Gallery	Creates a slideshow with images and captions	Content added manually				
Video (Exter-nal)	Shows a manu-ally selected video from an external, non-community source	Content added manually				

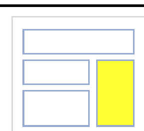
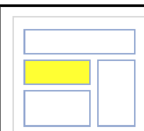
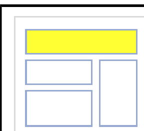
* The configuration of each Custom HTML tile defines if it is available on Jive Daily for Cloud. For more information, see Using Custom HTML tiles on page 194.

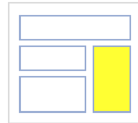
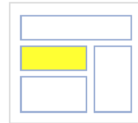
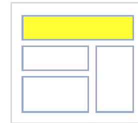
Custom List tiles

Tile	Description	Dependencies	 Narrow column	 Widecol-umn	 Jumbo column	Jive Dai-ly sup-port
Expand-able Sec-tions	Shows links to community content under collapsible headings	Content added manually				
Featured People	Builds a list of important peo-ple for your place	Content added manually				

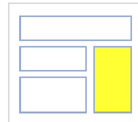
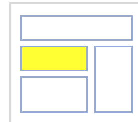
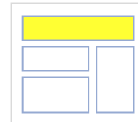
Tile	Description	Dependencies	 Narrow column	 Widecol-umn	 Jumbo column	Jive Daily support
Helpful Links	Builds a list of key links for quick reference. Links can be internal to your community or external URLs	Content added manually				
Key Content and Places	Displays a list of content and places that you can edit and manage yourself	Content added manually				

Dynamic List tiles

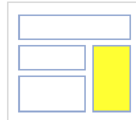
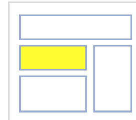
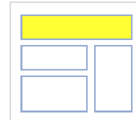
Tile	Description	Dependencies	 Narrow column	 Widecol-umn	 Jumbo column	Jive Daily support
Featured Quest	Shows the user's progress as they complete a quest	Relies on a quest being selected				
Latest Blog Posts	Shows the newest blog posts in your community	Content added manually. Blogs must be enabled				
Similar Places	Shows places with the same tags	Relies on content being tagged				

Tile	Description	Dependencies	 Narrow column	 Widecolumn	 Jumbo column	Jive Daily support
Super List	Shows an updated, filtered view of content, people, or places	Relies on a query: click **Use this view in a tile** at the bottom of any People, Places, or Content browsing result				
Tagged Content	Displays content that matches specific tags	Relies on content being tagged				
Top News	Displays news headlines from the community that are pulled in from each of the News streams	Relies on content from the News streams				
Trending Content	Displays content that is getting an increase in views and likes	Relies on content getting viewed or liked, or both				
Trending People	Displays people whose activity is getting an increase in views and likes	Relies on content getting viewed or liked, or both				

Support tiles

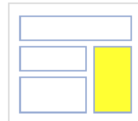
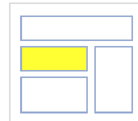
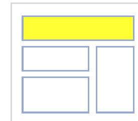
Tile	Description	Dependencies	 Narrow column	 Widecol-umn	 Jumbo column	Jive Daily support
Ask a Question	Finds a previously asked or answered question, or gives the ability to ask a new one	Relies on content query. Configure to select content types and places to query				
Helpful Links	Builds a list of key links for quick reference. Links can be internal to your community or external URLs.	Content added manually				
Super List	Shows an updated, filtered view of content, people, or places.	Relies on a query: click **Use this view in a tile** at the bottom of any People, Places, or Content browsing result				

External Add-Ons tiles

Tile	Description	Dependencies	 Narrow column	 Widecol-umn	 Jumbo column	Jive Dai-ly sup-port
Create an HTML Tile	Creates a cus-tom user expe-rience by in-serting HTML content into a tile for your place	Content added manually				*
Quests	Displays quests for community members to complete	Relies on a quest being enabled				
Hero Im-age	Provides a key image with a link and call to action as a header for your News page	Content added manually				

* The configuration of each Custom HTML tile defines if it is available on Jive Daily for Cloud. For more information, see Using Custom HTML tiles on page 194.

Custom tiles

Tile	Description	Dependencies	 Narrow column	 Widecol-umn	 Jumbo column	Jive Dai-ly sup-port
Create a Content or Place Tile	Displays a list of content and places that you can edit and manage yourself. This tile and its content can be shared and used by other people in the community	Content added manually				
Create a People Tile	Build a list of important peo-ple for your place	Content added manually. This tile and its content can be shared and used by other people in the community				

Place tile reference

Here's a complete list of the tiles available on the Activity and custom pages of a place. You may also see other custom tiles in Your View that are not listed here which have been created by your community manager.

Tiles are split by category, similar to tiles arrangement in the UI. Some tiles can be available in more than one category.

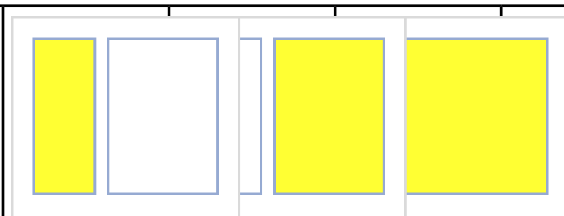
Note: You can see different options depending on which features are enabled in your community.

Your tiles

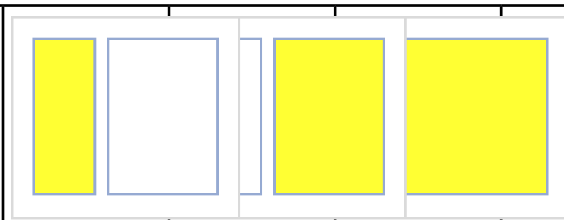
Tile	Description	Dependencies
Your Custom Tile Name	Any custom tiles you have created are listed here	You must first create a New Content, People, or Places tile to see the Your Tiles option under Categories.

These tiles are not supported by Jive Daily Hosted.

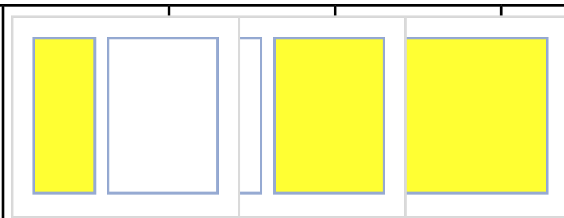
Collaboration tiles



Tile	Description	Dependencies	Narrow column	Widecolumn	Jumbo column	Jive Daily support
Action Items	Tracks the content that needs follow-up actions	Relies on content being marked as Needs Action				
Categories	Displays content in selected categories	Relies on categories configured in the current place			Custom page only	
Document Viewer	Shows a full preview of a document you choose to display	Content added manually			Custom page only	
Featured Content	Shows content marked as Featured	Relies on content being marked as Featured			Custom page only	
Finalized Content	Shows content that has been marked Final	Relies on content being marked as Final				

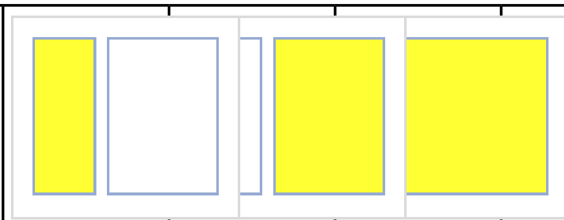
Tile	Description	Dependencies	 Narrow column	Widecolumn	Jumbo column	Jive Daily support
Helpful Links	Builds a list of key links for quick reference. Links can be internal to your community or external URLs	Content added manually				
Key Dates	Show selected dates for your team.	Content added manually				
Popular Content	Shows content that's getting views and likes	Relies on content getting viewed and liked			Custom page only	
Recent Decisions	Shows the most recent items that were marked as Decision	Relies on content being marked as Decision				
Upcoming Events	Shows events created in your place	Relies on content from the Events plugin				

Graphic Elements tiles



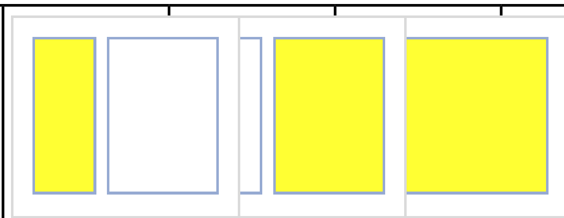
Tile	Description	Dependencies	Narrow column	Widecolumn	Jumbo column	Jive Daily support
Banner	Adds a series of linked images (up to 5) with text to promoteimportant content	Content added manually				
Carousel	Link a rotating image carousel to crucialdestinations	Content added manually				
Create an HTML Tile	Creates a custom user experience by inserting HTML content into a tile for your place	Content added manually			Custom page only	
Gauge	Shows status on a gauge	Set manually				
Image Gallery	Creates a slideshow with images and captions	Content added manually				
Video (External)	Shows a manually selected video from an external, non-community source	Content added manually				
Video (Featured)	Display a video from anywhere on the Internet	Content added manually			Custom page only	

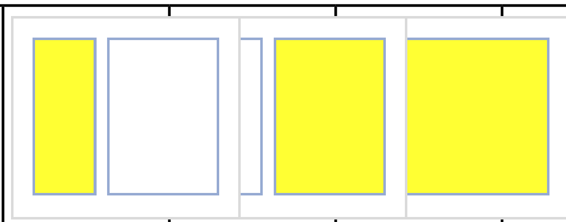
Custom List tiles

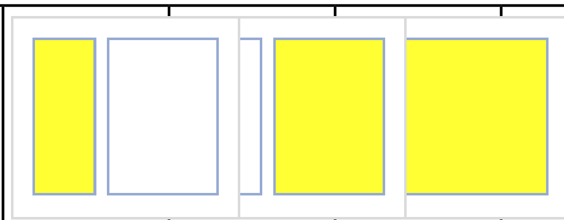


Tile	Description	Dependencies	Narrow column	Widecolumn	Jumbo column	Jive Daily support
Categories	Display content in selected categories	Relies on categories configured in the current place			Custom page only	
Content Sets	Shows community content inside a tile, in a browse sequence you design.	Content added manually			Custom page only	
Expandable Sections	Shows links to community content under collapsible headings	Content added manually				
Featured People	Builds a list of important people for your place	Content added manually				
Helpful Links	Builds a list of key links for quick reference. Links can be internal to your community or external URLs.	Content added manually				
Key Content and Places	Displays a list of content and places that you can edit and manage yourself	Content added manually				

Dynamic List tiles

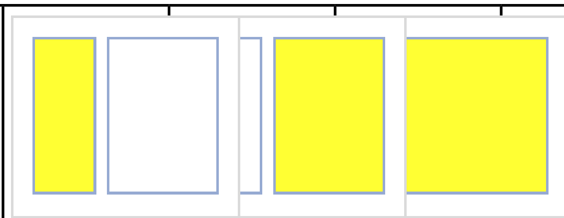
Tile	Description	Dependencies	 Narrow column	Widecolumn	Jumbo column	Jive Daily support
Action Items	Tracks the content that needs follow-up action	Relies on content being marked as Needs Action				
Answered Questions	Displays a list of questions that have been answered in the place	Relies on discussions marked as questions that include a reply marked as Correct Answer or Assumed Answered			Custom page only	
Featured Content	Shows content that's been marked as Featured	Relies on content being marked as Add as Featured Content			Custom page only	
Featured Quest	Shows your progress in completing the featured quest	Relies on a quest being designated				
Finalized Content	Shows content that has been marked as Final	Relies on content being marked as Final				
Latest Blog Posts	Shows the newest blog posts in your community	Content added manually. Blogs must be enabled				
Popular Content	Shows content that is getting views and likes	Relies on content getting viewed and liked			Custom page only	

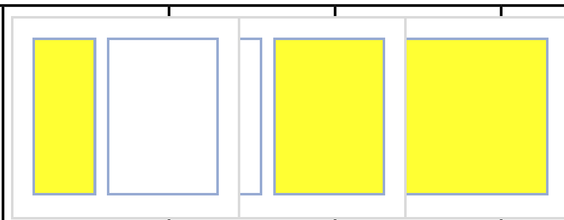
Tile	Description	Dependencies	 Narrow column	Widecolumn	Jumbo column	Jive Daily support
Recent Decisions	Shows the most recent items that were marked as Decision	Relies on content being marked as Decision				
Similar Places	Shows places with the same tags	Relies on content being tagged				
Super List	Shows an updated, filtered view of content, people, or places	Relies on a query: click **Use this view in a tile** at the bottom of any People, Places, or Content browsing result				
Tagged Content	Displays content that matches specific tags	Relies on content being tagged				



Tile	Description	Dependencies	Narrow column	Widecolumn	Jumbo column	Jive Daily support
Top Participants	Shows frequentcontributors to the place	Populated when activity happens in the place. Note that this tile uses the same information as the status levels in your community				
Unanswered Questions	Displays a list of questions that have not yet been answered in the place	Relies on discussions marked as questions that do not yet have a reply marked as Correct Answer or Assumed Answered			Custom page only	

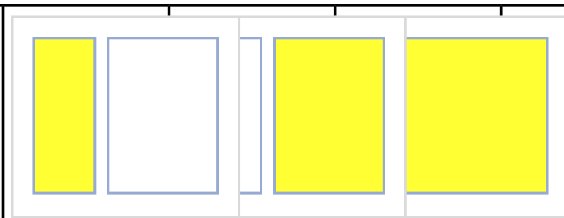
Support tiles

Tile	Description	Dependencies	 Narrow column	Widecolumn	Jumbo column	Jive Daily support
Answered Questions	Displays a list of questions that have been answered in the place	Relies on discussions marked as questions that include a reply marked as Correct Answer or Assumed Answered			Custom page only	
Ask a Question	Finds a previously asked or answered question, or asks a new one	Relies on content query. Configure to select content types and places to query				
Helpful Links	Build a list of key links for quick reference. Links can be internal to your community or external URLs	Content added manually				



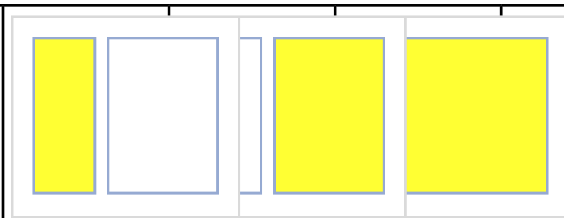
Tile	Description	Dependencies	Narrow column	Widecolumn	Jumbo column	Jive Daily support
Super List	Shows an updated, filtered view of content, people, or places	Relies on a query: click **Use this view in a tile** at the bottom of any People, Places, or Content browsing result				
Unanswered Questions	Displays a list of questions that have not yet been answered in the place	Relies on discussions marked as questions that do not yet have a reply marked as Correct Answer or Assumed Answered			Custom page only	

External Add-Ons tiles



Tile	Description	Dependencies	Narrow column	Widecolumn	Jumbo column	Jive Daily support
Account Info	Pulls in the details of an account from Salesforce	Relies on the account details from Salesforce. Requires a Salesforce account				
Opportunity Info	Pulls in the details of an opportunity from Salesforce	Relies on the account details from Salesforce. Requires a Salesforce account				
Opportunity Gauge	Shows the probability details of a Salesforce opportunity in gauge format	Relies on the account details from Salesforce. Requires a Salesforce account				
Create an HTML Tile	Creates a custom user experience by inserting HTML content into a tile for your place	Content added manually				

Custom tiles



Tile	Description	Dependencies	Narrow column	Widecol-umn	Jumbo column	Jive Daily support
Create a Content or Place Tile	Displays a list of content and places that you can edit and manage yourself. This tile and its content can be shared and used by other people in the community	Content added manually				
Create a People Tile	Build a list of important people for your place. This tile and its content can be shared and used by other people in the community	Content added manually				

Designing Overview pages for places

Overview pages with image-based navigation can quickly direct your users to useful pages. You can define the content and layout of Overview pages for places that you have administrator rights.

Important: We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see Understanding pages in places.

Places (social groups, projects, and spaces) become more inviting when you customize their overview pages to display the items members care about most. Depending on your overview page customization rights, you can get these pages to look the way you want by using widgets that help you choose and arrange content. For more information about permissions, see Customization permissions for Overview pages on page 233.

Each widget displays content of a particular kind — for example, HTML, recent content, or feed subscription results — in a box that you can drag into position on a page. After you publish the page, you can always come back and update its content or design. A complete reference to available widgets can be found in Widget reference on page 233. For the steps for customizing overview pages, see Setting up Overview page on page 225.

Attention: Widgets are not responsive in design and are not recommended to use in communities which rely on being available from mobile devices. We recommend that you use Activity or custom pages with tiles instead of Overview pages. For more information, see Designing activity and custom pages for places on page 172.

Overview page best practices

Here are a few key guidelines for designing pages with widgets.

- Make sure the widgets you choose help users to identify the purpose of the place and quickly find the information they need.
- Note that with widgets, less is more. Highly complex pages can lead to performance challenges as well as user confusion. You should use only as many widgets as you need to provide essential information for the place without overloading it.
- Make sure you limit the number of images on the page. Loading many images on every page load can make your page slower and create visual clutter.
- Limit group and space ownership to one or a very few users to safeguard your design and protect security.

Adding Overview page

When widgets are enabled in your community, you can add an Overview page to a place.

Overview pages are based on widgets while other pages, such as Activity and custom pages are based on tiles. Please note that tiles provide a better user experience and perform better, especially on mobile devices.

Important: We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see Understanding pages in places.

If you want a place to have an Overview page, you can add either an Overview page or both Activity and Overview pages. You can't enable Overview and Custom Tile pages for a place at the same time.

Tip: If you use the checkpoint and status functionality for tracking project tasks, you may want to stick with the old-style Overview page rather than updating to the Place Template format. The widgets in the Overview page more effectively support Projects at this time.

For more information about Overview pages, see Designing Overview pages for places on page 223.

Adding an Overview Page to a place

To use an Overview page in your place:

1. Go to the landing page for your place and click the **Manage** > **Settings** > **About**. The **Edit Group** page opens.
2. Click **Advanced Options**.
3. Select **Overview** or **Activity + Overview**.
4. If prompted, select the landing page, that is, determine which page must open when a user opens the place.
5. Click **OK**.
6. Click **Save** at the bottom of the page.

The Overview page is added to your place and becomes visible to other users.

Setting up Overview page

You can customize the layout of your place Overview page to organize it better and display your group's information.

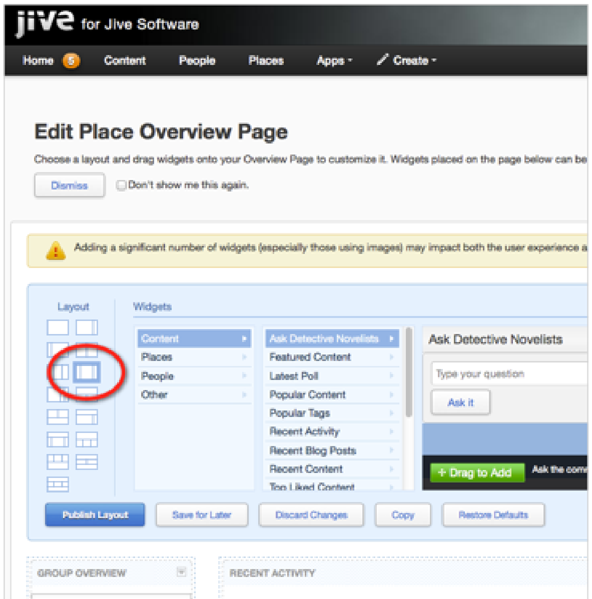
Important: We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see Understanding pages in places.

The Overview page must be added to your place. For more information, see Adding Overview page on page 56.

When you customize the Overview page for a place, you decide on a column view, then drag widgets into the layout.

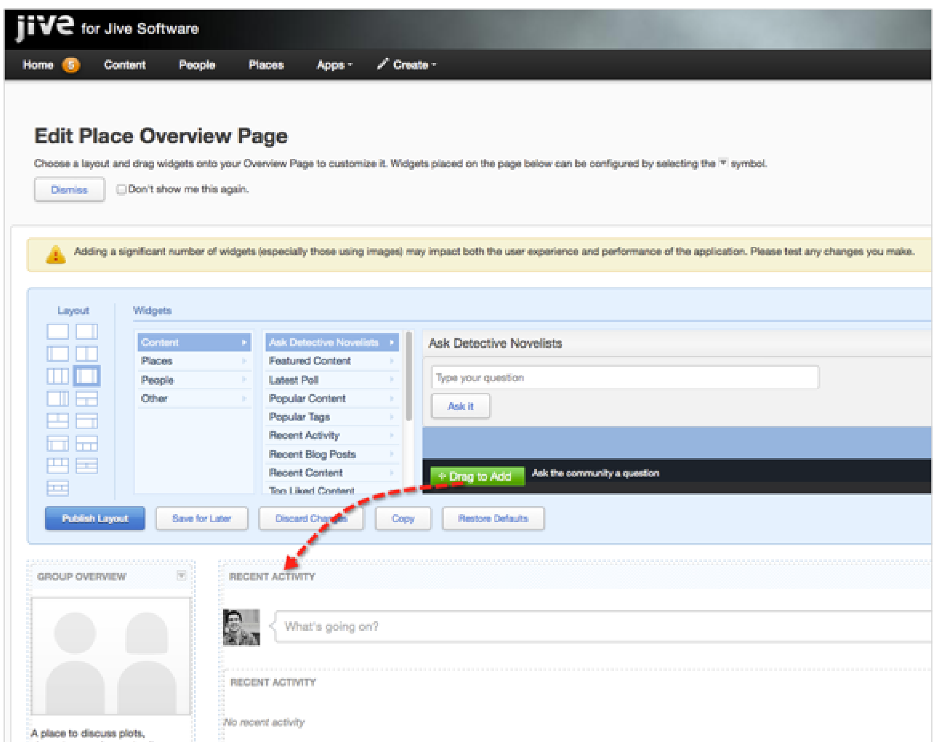
To customize the Overview page of a place:

1. In your place, click the **Manage** > **Overview page**.
2. Under **Layout**, select the layout for the page.



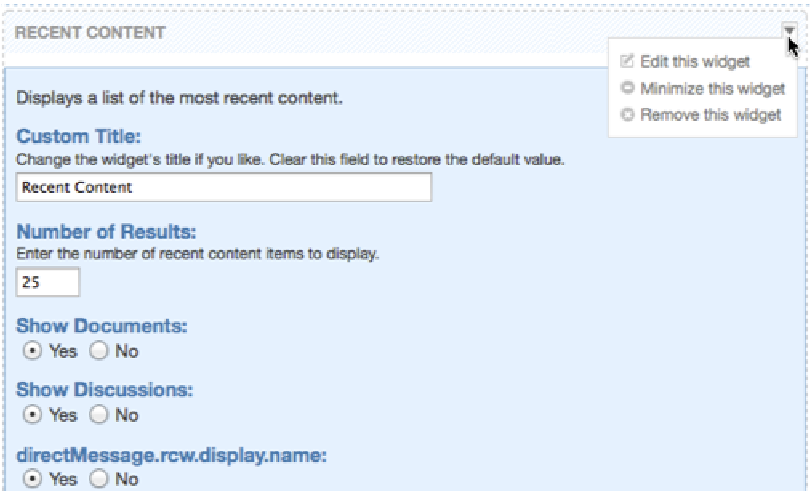
Note that the available widgets depend on the layout you selected.

3. Under **Widgets**, select a widget you want to add and drag it into one of the layout columns below.



4. To configure the widget, click > **Edit this widget** in the upper right corner of the widget, and specify its properties in the dialog box.

For example, the configuration dialog box of a Recent content tile looks like this:



5. Click **Save Properties** to save the widget settings.
6. For every widget you want to add, repeat Steps Step 3 on page 226-Step 5 on page 227.
7. To remove a widget, click > **Remove this widget** in the upper right corner of the widget.
8. To save all your changes, click **Publish Layout**.

The changes are saved, and the updated page becomes visible to other users.

Setting up Search widget

The Search widget allows your users to quickly search a specific space or group in your community, or community as a whole.

Important: We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see Understanding pages in places.

You must be able to edit the place where you want to add the widget. For more information, see Customization permissions for Overview pages on page 233.

To add a Search widget to the Overview page of your place:

1. In your place, click the **Manage** > **Overview page** .
2. From the widgets list, select **Content** > **Search Widget** .
3. Drag the widget down into your layout area and drop it where you want it.
4. Click the small triangle in the upper right corner of the widget and select **Edit this widget**.
5. In **Custom title**, enter the title for the widget.

   You can use the default title (Search) or create your own, for example, Search Here.

6. In **Number of Results**, enter the number of results to return in the search.
7. In **Place to Search**, select the place to perform the search. Do one of the following:
   - Leave the box blank to search the current place.
   - Type a place name to search the selected place. This can be any place in the community, or the entire community (which would be your root space).
8. Click **Save Properties**.
9. When you're finished making changes to your place's layout, click **Publish Layout**.

The changes are saved, and the updated page becomes visible to other users.

Setting up Image Navigation widget

With this widget, you can provide your users with image-based navigation to quickly direct your users to useful pages. First, you add the Image Navigation widget to your place layout, then add images and links to the widget.

Important: We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see Understanding pages in places.

You must be able to edit the place where you want to add the widget. For more information, see Customization permissions for Overview pages on page 233.

First, you add the Image Navigation widget to your place's layout, then add images and links to the widget.

Adding Image Navigation widget

To add an Image Navigation widget to your place layout:

1. In your place, click the **Manage** > **Overview page** .
2. From the widgets list, select **Other** > **Image Navigation Widget** .
3. Drag the widget down into your layout area and drop it where you want it.
4. Click the small triangle in the upper right corner of the widget and select **Edit this widget**.
5. In **Custom title**, enter the title for the widget.

   You can use the default title (Image Navigation Widget), create your own, or leave the box blank if you do not want any title.

6. In **Hide Header and Border**, select whether you want the header and border to be displayed.
7. Click **Save Properties**.

The **Add a new link** button appears in the widget.

Adding images to the widget

After you've added the Image Navigation widget to your place layout, you can images and links to the widget, then publish the updated layout of the place.

To add images to the widget:

1. In the widget, click **Add a new image link**.
2. In **Provide a Target Link**, type in the URL to which you want the image to link.
3. Provide a caption for the image.

   You can use the caption Jive provides automatically, or overwrite it with your own.

4. Select the image you want to use for this link.
5. Click **Save**.
6. Repeat these steps until you have all the images you want to display in the widget. The limit is 8. You can move them around to change the order in which they are displayed by dragging and dropping them.
7. When you are finished, click **Publish Layout** on the editing page.

Setting up Ask widget

The Ask (place) widget allows users to quickly ask a question in a specific space or group in your community, or the entire community. After the user types a question into the Ask widget, the search function displays possible answers based on matching keywords. If the user doesn't see the correct answer in the results list, they can create a discussion right from the widget. This can be especially helpful in places designed to support customers or employees.

Important: We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see Understanding pages in places.

You must be able to edit the place where you want to add the widget. For more information, see Customization permissions for Overview pages on page 233.

To add an Ask (place) widget to the Overview page of your place:

1. In your place, click the **Manage** > **Overview page** .
2. From the widgets list, select **Content** > **Ask (place)** .
3. Drag the widget down into your layout area and drop it where you want it.
4. Click the small triangle in the upper right corner of the widget and select **Edit this widget**.
5. In **Custom title**, enter the title for the widget.

   You can use the default title (Ask (place)) or create your own, for example, Ask Us a Question.

6. In **Submit button text**, enter the text to be displayed on the Ask button.

   You can use the default text or create your own, for example, Submit Your Question.

7. In **Search From**, select a place you want to perform the initial search.

You can search in the current place, a single place that you specify, or all public places in the community (the root space).

8. In **Number of Results**, enter the number of results to return in the search.
9. In **Display Results**, select which search results must be displayed. You can select one, some, or all of these options:

Options	Description
All Questions	Displays in search results all questions that have been asked, whether or not they have been answered.
All Discussions	Displays only discussions in search results.
Answered Questions	Displays only Answered Questions in search results.
Documents	Displays only documents in search results.

10. In **Post Questions to**, select the place to which you want questions posted.

    The place can be different from the place where the Ask widget is located. For example, you could put the Ask widget in an Employee Questions group, but post the questions to the Employee Q&A group.
11. Click **Save Properties**.
12. When you're finished making changes to your place's layout, click **Publish Layout**.

The changes are saved, and the updated page is available to other users.

Setting up Answered Questions widget

The Answered Questions widget allows your users to quickly see a list of questions that have been answered in a specific space or group in your community, or the entire community. Answered questions displayed in this widget are those that include a reply marked as a Correct Answer.

Important: We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see Understanding pages in places.

To add an Answered Questions to the Overview page of your place:

1. In your place, click the **Manage** > **Overview page** .
2. From the widgets list, select **Content** > **Answered Questions** .
3. Drag the widget down into your layout area and drop it where you want it.
4. Click the small triangle in the upper right corner of the widget and select **Edit this widget**.
5. In **Custom title**, enter the title for the widget.

   You can use the default title (Answered Questions) or create your own, for example, Recently Answered.

6. In **Number of Results**, enter the number of answered questions to display in the widget.
7. In **Show Oldest Questions First**, select the order in which you want the answered questions to be displayed.
8. In **Place**, specify the place from which you want to pull the answered questions. Typically, this the current place is used, but it could be any other place in the community as well, or the entire community (this would be your "root" space).
9. Click **Save Properties**.
10. When you're finished making changes to your place's layout, click **Publish Layout**.

The changes are saved, and the updated page is available to other users.

HTML and Formatted Text widgets

The HTML and Formatted Text widgets are designed to display customized information on Overview places, including the community Home page. They are flexible but should be used carefully to ensure effective, performant pages.

Important: We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see Understanding pages in places.

You can use HTML and Formatted Text widgets to embed all kinds of assets, including images. These widgets are often used to provide visual orientation or branding to the site or the place. The HTML widget also allows you to add JavaScript and CSS elements, with certain security limitations, which are described later in this topic.

Uploading resources to a widget

You can use the Formatted Text and HTML widgets to upload up to 10 file resources per place. Spaces can include any kind of files: groups and projects are limited to GIF, JPEG, PNG and BMP files. Files you upload are stored as part of your community so you don't have to retrieve them from an external location, which can improve performance and saves you the trouble of hosting them elsewhere. You can then refer to these resources in any Formatted Text or HTML widget you have access to edit. For detailed instructions, see Uploading files to widgets on page 232.

: The resources you upload this way are posted on the Internet and can be viewed by anyone with access to the network. By design, they don't inherit the authentication requirements of your site or the permissions to the place where you upload them.

Managing performance

Uploading resources is a good way to limit the performance impact of resource loading from your widgets: uploaded resources don't need to be authenticated on page load. However, you should consider user page loads when determining the number and content of widgets.

Managing HTML widget security

To ensure security and prevent problems that can corrupt your pages and keep them from loading, any HTML widget code that calls a `<script>` tag is contained in an isolated iFrame. This is known as the Safe mode. If you want to include CSS or any other styling in the widget, you can include it in the same location as your HTML code. Isolation of the HTML widget also means that the widget can't borrow JavaScript from the Overview page, and that visual components cannot extend beyond the perimeter of the iFrame. Simple HTML, JavaScript, and CSS continue to be supported.

In the Safe mode, you can still call the assets associated with the core Jive installation as follows:

```
<script src="/resources/scripts/jquery/jquery.js"/>
<link rel="stylesheet" href="/styles/jive.css" media="all"/>
```

It's possible for your site administrator to use a system property to override the default Safe mode behavior (iFrame isolation) and allow external JavaScript access from the HTML widget. However, this approach requires caution and is not recommended. In previous versions, before the Safe mode was implemented for widgets, it was possible for corrupted widget code to cause serious problems that affected the database.

Widget upload access should be limited to users you trust. Because any social group owner can upload resources to these widgets, it's possible for users to make incorrect judgments about appropriateness and security, so make sure group owners are carefully chosen.

Uploading files to widgets

You can use the Formatted Text and HTML widgets to upload file resources into Jive so that you can link to them directly by using their URL.

Important: We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see Understanding pages in places.

You can upload any kind of static file from a menu inside the Formatted Text and HTML widgets. You can also see the available uploaded resources and copy their URLs so you can use them in your widget code. You can upload up to 300 files per place.

: The resources you upload this way are posted on the Internet and can be viewed by anyone with access to the network. By design, they don't inherit the authentication requirements of your site or the permissions to the place where you upload them.

To upload or delete a static resource:

1. In your place, click the **Manage** > **Overview page** .
2. Under Layout, click **Widgets** > **Other** > **HTML** or **Widgets** > **Other** > **Formatted Text** .
3. Click **Manage Files**.

   This opens the **Manage Files** dialog box.

4. Click **Upload a File**.

   Note that in groups and projects you can upload only image files.

   Your file is added to the **Your uploaded files** list.
5. To copy the URL so you can use it to refer to the file in this or another widget, click **Copy to Clipboard**.
6. To delete a file, return to the **Manage Files** dialog box, and then click the x next to a file name.

   Deleting a file breaks links and references to the file. Make sure you're not using the file in any widgets before deleting the file.
7. When you're finished making changes to your place layout, click **Publish Layout**.

Customization permissions for Overview pages

The Overview pages of places are customizable. Here you can find who can change what on place Overview pages.

Page	Description	Who can customize
Space-Overview	Is displayed on the Overview tab of space	A space administrator
Project Overview	Is displayed on the Overview tab of a project	The project's creator. Space and group owners can edit projects that belong in the space or group
Group Overview	Is displayed on the Overview tab of a group	All group owners
Community Overview (Home)	Is displayed the landing page of your community (if configured)	Community manager

Widget reference

Different widgets are available in different types of pages. Here you can find references for these widgets to help you understand which tiles you can access and from where.

Important: We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see Understanding pages in places.

Restriction: If your community does not have additional modules enabled, you may not see some of the feature options that are listed and your options may be different.

The following tables show the types of widgets that can be used to customize place overview pages, as described in Designing Overview pages for places on page 223.

Content widgets

Name	Description	Used In
Answered Questions	Shows questions that have had a reply marked as the Correct Answer	All
Ask [place name]	Allows a user to ask a question while type-ahead search tries to answer it with a link to content in the place. If search does not find a match, it prompts the user to ask the question by creating a new discussion in the place	All
Event Calendar	Displays upcoming events for the space or group in a calendar format Note that you must have the Events plugin installed to see and use this widget.	Group Overview, Space Overview
Event View	Displays a specific event from any place. The event ID is located in the URL for the event, for example, `http://yourcommunity/version/events/1000`. In this case, the ID is 1000 Note that you must have the Events plugin installed to see and use this widget.	All
Featured Content	Shows the featured content (place owners can designate content items to feature).	All
Featured Video	Shows a featured video Note that you must have the Video plugin installed to see and use this widget.	Group Overview, Project Overview, Space Overview
Latest Poll	Shows the most recent poll created in the current place	All
Popular Content	Shows the most liked content. Can be customized to show any combination of recent discussions, documents, polls, and blog posts from the current place	All
Popular Tags	Shows the most commonly used tags in the current place	All
Popular Videos	Shows the most liked videos Note that you must have the Video plugin installed to see and use this widget.	All
Recent Activity	Displays a list of the most recent activity to show what people are doing	All
Recent Blog Posts	Shows the first 200 characters of a specific user's blog posts, plus images from the blog	All

Name	Description	Used In
Recent Content	Can be customized to show any combination of recent discussions, documents, polls, blog posts, and bookmarks from the current place	All
Recent Ideas	Displays the recent ideas of the place. Note that you must have the Ideation plugin installed to see and use this widget.	All
Recent Videos	Displays the recent videos of the place. Note that you must have the Video plugin installed to see and use this widget.	All
Search	Allows users to search a place. Note that you can point this widget to any other place in the community, not just its containing space. For example, your Human Resources space could search the Wellness group from this widget	All
Tagged Event	Displays the most recent event that uses a specific tag that you define. Note that you must have the Events plugin installed to see and use this widget.	All
Tasks	Displays the upcoming tasks in this project	Project Overview
Top Ideas	Shows the top ideas in the community	All
Top Liked Content	Shows the content with the most likes in the current place	All
Top Rated Content	Shows the content with the highest rating in the current place	All
Unanswered Questions	Shows discussions in the current place that have been marked as a question, but have not yet been marked as Answered	All
Upcoming Events	On the Home page, displays all visible upcoming events in the system. For all other places, displays the upcoming events for the place. Note that you must have the Events plugin installed to see and use this widget.	All
View Blogs	Shows blog post titles, a 200-character excerpt, or the full content of blog posts in a specified place	All
View Document	Displays a document you selected	All
Watch a Tag	Shows community content that is tagged with one or more tags that you specify when setting up this widget. This widget is keyed to the official Tags of content and does not show content with inline #hashtags or @mention text in the body of the content	All

Place widgets

Name	Description	Used In
Featured Places	Shows a list of community places that you designate	All
Groups	Shows similar groups to the current group	All
Places	Shows the places around the community in a list view sorted by place type	Home Page
Projects	Shows the associated projects of the place	Group Overview, Space Overview
Related Groups	Shows a list of groups similar to the current group	Group Overview
Related Projects	Shows a list of projects similar to the current project	Project Overview
Space Grid	Shows the sub-spaces of the current space in a grid view	Home Page, Space Overview
Space Tree	Shows the sub-spaces of the current space in a tree view.	Home Page, Space Overview
Spaces	Shows the sub-spaces of the current space in a list view	Home Page, Space Overview

People widgets

Name	Description	Used In
Featured User	Displays the selected user profile image and basic information with an optional description	All
Members	Shows the people who have joined the project	Project Overview
Newest Members	Shows the people who most recently joined the community	Home page
Recent Activity	Displays a list of the most recent activity to show what people are doing	All
Recently Joined	Shows the people who most recently joined the group	Group Overview
Top Participants	Show the people who created or replied to the most activity. Note that user status points displayed in this widget refer to points earned in the given place only	All

Other widgets

Name	Description	Used In
Actions	Displays the Action links through which people can create content for a place	All
Categories	Displays the administrator-defined categories for a place	Group Overview, Project Overview, Space Overview
Checkpoints	Shows project milestones	Project Overview
Formatted Text	Displays your text with formatting, links, and images	All
Group Overview	Displays an image and description for the group	Group Overview
HTML	Renders your HTML with JavaScript or even CSS. You can add custom buttons to this widget using the `<button>` class	All
Image Navigation	Displays a clickable menu of images and captions linked to locations you select	All
Individual Leaders	Shows a list of community members who have earned the most Rewards, as configured by the place owner	Group overview, Space overview, Home page
Project Calendar	Shows checkpoints and tasks due in coming weeks	Project Overview
Project Overview	Shows the project's graphic, owner, and creation date	Project Overview
Project Status	Shows an owner-determined status for a project	Project Overview
Quick Tips	Displays a random quick tip about using the community	Home page
RSS Subscription	Displays results of a feed from another part of the community or from another web site	All
Slideshow Carousel	Embeds rich images and news content into a carousel widget	All
Space Overview	Shows space graphics, description, tags, and creation date	Space Overview
Social Media	Adds actions for quick sharing of the page outside of the community. The widget must be enabled in the community	Home page, Group Overview, Project Overview, Space Overview

Sharing Exchange calendars in an HTML Text widget

If you are using an Exchange 2010 SP1 or later email server, you can set up a community widget to show user Exchange calendars, with customizable levels of visible calendar details.

Important: We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see Understanding pages in places.

Caution: Calendar sharing uses Exchange Web Services to make HTML and iCal versions of users calendars available. Depending on your Exchange topology, this can (and will) publish calendar URLs to the Internet, where they could be viewed by anyone. If you want to prevent this, make sure you have a secure firewall in place.

To share an Exchange calendar, first, you set up sharing profiles on the Exchange side, then publish shared calendars in your community.

To set up your Exchange server for sharing:

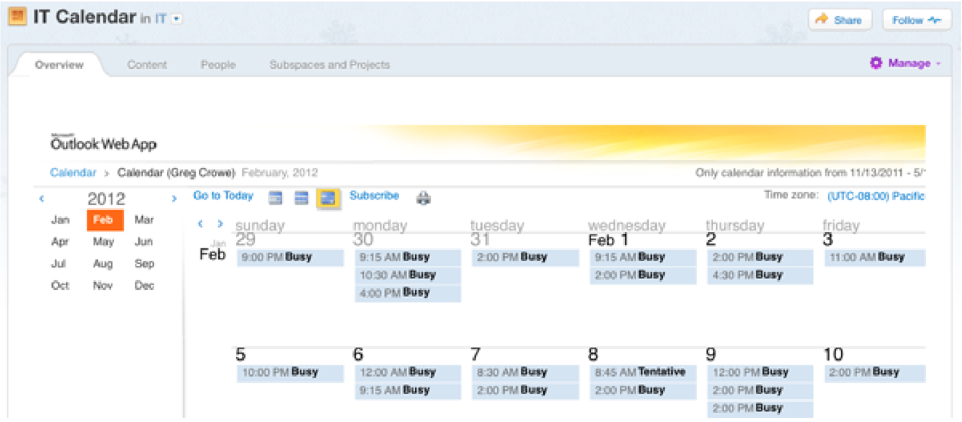
1. Create a calendar sharing profile.
2. Enable the calendar sharing profile for each user for whom you want to have a visible calendar in the community.

Note: You cannot share calendars contained in public folders. A shared calendar must be a user mailbox.

To publish shared calendars in your community:

1. Ensure that calendar publishing is enabled on your Exchange server. To do this, you can use the following Exchange PowerShell commandlet:
   ```
   Get-OwaVirtualDirectory | ft server, Name, CalendarPublishingEnabled
   ```
2. Enable calendar publishing with the following command:
   ```
   Set-OWAVirtualDirectory "SERVER\owa (Default Web Site)"
   -CalendarPublishingEnabled:$true
   ```
3. From the Exchange Management Shell, create a new calendar sharing profile and enable anonymous shares:
   ```
   New-SharingPolicy -Name "Calendar Sharing Policy"
   ```
4. Set the sharing policy on user mailboxes who wish to share their calendars:
   ```
   Set-Mailbox -Identity User.Mailbox -SharingPolicy "Calendar Sharing Policy"
   ```
5. Notify the target users to share their calendars either via Outlook 2010 or via Outlook Web Access.
6. When the user publishes a shared calendar, copy the full text of the **Link for viewing calendar in a web browser**. This link usually looks like this:
   ```
   https://YOUR.MAIL.SERVER/owa/calendar/GUID@YOURDOMAIN.PUBLIC/DIFFERENT_GUID/calendar.htm
   ```
7. In the community place where you want to share calendars, add an HTML widget.
8. In the widget, include the link you copied in Step 6 in an iframe tag as follows:
   ```
   <iframe
   src="https://YOUR.MAIL.SERVER/owa/calendar/GUID@YOURDOMAIN.PUBLIC/DIFFERENT_GUID/calenda
    width="1200" height="800"></iframe>
   ```
9. Save the HTML tile.
10. Save and publish your changes to the place.

A page with a shared calendar may look like this:



Advanced project management

If you administer projects in Jive, you can move, archive, or transfer ownership of projects and the tasks they contain.

Moving projects between places

Jive provides the ability to move a project from one place to another. You need to own the project in order to move it, and you must have the appropriate permissions for the place you are moving it into.

To move your project:

1. Go to the project by finding it on the **Projects** tab of the place where it was created, or searching for it in **Places** > **Projects** .
2. From the project home page, select **Manage** > **Move Project** in the upper right corner of the page.
3. Select to the new project location.
4. Confirm the move by clicking **Yes - move it here**.

The project and all its content is moved to the selected place.

Archiving projects

You can archive a project, which removes it from the active projects list of its parent space and prevents new content from being added to the project, such as tasks, discussions, and documents. You need to own the project to archive it, and you must have the appropriate permissions for its parent place as well.

To archive your project:

1. Go to the project by finding it on the **Projects** tab of the place where it was created, or searching for it in **Places** > **Projects** .
2. When the project opens, select **Manage** > **Archive Project** in the upper right corner of the page.
3. Confirm by clicking **Archive**.

You can see archived projects by going to **Places** > **Projects** and then selecting **Show archived projects**.

Restoring archived projects

Restoring an archived project adds it back to the active projects list and allows new content to be added to it, such as tasks, discussions, and documents.

You need to own the project in order to restore it.

To restore an archived project:

1. Go to the project by finding it on the **Projects** tab of the place where it was created, or searching for it in **Places** > **Projects** .
2. When the project opens, select **Manage** > **Unarchive Project** in the upper right corner of the page.
3. Confirm archiving the project by clicking **Restore from archive**.

Transferring project ownership

If you own a project, you can pass that responsibility along to someone else. If the container for the project is restricted to members, the new owner must have access to that space or group.

Note: In addition to the project owner, the space or group admin of the place where the project resides can also edit the project details.

To transfer project ownership to someone else:

1. Go to the project by finding it on the **Projects** tab of the place where it was created, or searching for it in **Places** > **Projects** .
2. When the project opens, select **Manage** > **Settings** , and then click **About**.
3. Click **x** on the user name in the **Project Owner** section.
4. Select the new owner by either typing the new project owner's name or clicking **Select Person** to browse a list of all users.
5. Click **OK**.

Accessing projects

In some cases, you may not be able to access some projects. Here you can find the most common reasons.

The following actions may prevent you from accessing your project:

- The project ownership has been transferred to someone else. For more information, see Transferring project ownership on page 241.
- The project has been moved to a place you can no longer access. For more information, see Moving projects between places on page 240.
- The project has been archived. You should be able to see an archived project by going to **Your Places** > **All** > **Projects** , and then selecting **Show archived projects**. For more information, see Archiving projects on page 240.

Using email

You can use email to receive a regular digest of the interesting activities in the community, create content and reply to content by using email.

You can find more information about using Jive for Outlook in Jive for Outlook Help.

Choosing between email and stream notifications

You can receive notifications in Inbox and on email. Here you can find details about choosing when and how you want to be notified about new activity in your streams and when you don't.

Stream and Inbox notifications

You can keep track of activity in your community without ever leaving the community page through notifications in your Inbox and through streams.

Inbox notifications	When you collaborate on content in your community, you're automatically notified in your Inbox when updates are made to that content.
Stream notifications	If there is content that you want to watch but have not directly collaborated on, you can follow it in a stream. 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 or Home page. If you hover over the indicator, you can see a count of new activity for that stream since you last viewed it.

Tip: Relying on these notifications can save you time and cut down on your emails.

Email notifications

If you want to receive email notifications, do so prudently. You may find that you rapidly accumulate hundreds of email messages in a busy community, since you may get an email every time that stream is updated.

To receive emails in addition to Inbox and stream notifications,

1. Go to **your avatar** > **Preferences** .
2. Select **Yes** for **Receive email or mobile notifications when there is activity in the community?**.
3. Select **Email** next to your Inbox or streams.

Note: The option to change your email notification preferences may be unavailable in your community.

Examples of email notification strategies

Here are some email notification strategies:

Note: The options to change your email and Inbox notification preferences may be unavailable in your community.

- Not receive any email notifications: You won't receive notifications on email. All update notifications you will receive in the community.
  - On your **Preferences** page, select **No** in **Receive email or mobile notifications when there is activity in the community?**.
- Receive emails for the News Digest only. You can change the frequency that you receive this digest from the drop-down list. For more information, see News Digest on page 244.
  - On your **Preferences** page, select **Yes** in **Receive notifications?**, and select **Email** for **News Digest**.
- Create an Email Watches stream and follow only critical items. This stream can be helpful when you're away from the community for a few days or if you want to

watch something that you haven't directly collaborated on. For more information, see Creating custom streams on page 22.

- On your **Preferences** page, select **Yes** in **Receive email or mobile notifications when there is activity in the community?** and select **Email** for that stream.

- Change the frequency of your email notifications. Instead of receiving an email for every update, you can receive a digest of updates.
  - On your **Preferences** page, select **Yes** in **Receive email or mobile notifications when there is activity in the community?** and select one of the summary options from the list next to your Inbox and streams.

News Digest

The News Digest is a summary of community news that you can choose to receive by email.

- To receive the News Digest, click **Your avatar** > **Preferences** answer **Yes** to **Receive notifications?**, and select **Email** next to **News Digest**.

Additionally, you can select a frequency with which the digest is sent to you.

The digest includes:

- Your status. If you've entered a status message, it is in the email.
- A list of activity around your content. If you've created or commented on content, for example, it is listed here. This list also includes notes about content of yours that was viewed or commented on by others.
- A list of activity by people connected to you.
- A list of popular content in the community.

The links in the digest open content right in the community.

Note: If the community contains no activity, the digest is not sent.

- To cancel the News Digest, click **your avatar** > **Preferences** and clear **Email** next to **News Digest**.

Customizing notifications

You can set notifications for your Inbox and any of your streams so that you receive an email or mobile app notification each time a person, place, or item posts an update or you have Inbox activity.

There are a few ways to set your notifications.

Remember: You can choose the frequency of these notifications from the drop-down list next to each Inbox or stream.

When you're viewing or editing a stream

1. On the News (or Home) page, select the stream and click .
2. Select **Mobile**, or **Email**, or both from **Updates** at the top of the page.
3. Click **Done**.

Note: Mobile notifications appear in the Jive Daily Hosted app if you have it installed on your Android or iOS device. If you don't have one of these apps, mobile notifications don't have any effect.

From the unsubscribe link in the email

You can click the **unsubscribe** link in an email so you will no longer receive notifications. It switches the **Receive notifications?** option to **No** on your **Preferences** page.

From your Preferences page

1. Go to **Your avatar** > **Preferences** .
2. Select **Yes** in **Receive email or mobile notifications when there is activity in the community?**.
3. Select **Email** or **Mobile** notifications for each stream and your Inbox, and select the frequency of notifications for each from the list.
4. Click **Save** when you're done.

Caution: When you select **All Activity**, you get an email every time that stream or Inbox is updated. We recommend leaving **Email** cleared or choosing one of the summary options; otherwise, your email notifications could get overwhelming.

For more information about notification settings, see Notification Preferences reference on page 31.

Note: The options to change your email and Inbox notification preferences may be unavailable in your community.

Creating new content without logging in

If your community supports it, you can post new content by sending an email to the community.

This feature can be especially useful for posting when you can't reach the community using a browser. For example, you can email content from a cell phone that sends email.

Each place in your community provides email addresses for the content you can post via email. For example, you can send an email to the address corresponding to documents in a place, and a new document will be created there. Use the email addresses for the specific content you want to post.

The subject line of your email becomes the document's title, while the email body becomes its content body. For status updates, you can include a subject line or content in the email body. If you include both, the subject line and the email body content are separated by a line break in your posted status update; if you include only a subject line or only email body content, then that is the only content you see in your status update.

To create community content with email:

1. Go to a place if you want to create content in the place or your profile if you want to create your private content.
2. Click **Actions** > **Create via email** .

   You won't see this option if your administrator has not activated the ability to create content by email.

3. Select the types of content you want to create.
4. Click **Actions** > **Email vCards** .

   You should receive an email from your community that includes this vCard.

5. In your email or address book program, save the vCard as one of your Contacts.

   For example, in Microsoft Outlook you can drag the vCard to your Contacts folder. On a Macintosh, you can double-click the vCard to add it to your address book.

6. In your email application, create a new message and select the address you just added from the vCard.
7. In the email subject, type the title you want your content to have in Jive.
8. In the body of the email, type the main part of the content. If you want to include tags, in the last line of your email type **Tags: tag1here tag2here tag3here**.

   This tags your content so that people can find it more easily later.

9. Send the email to create the content in the Jive place.

Posting replies without logging in

When you reply to a community email from your email program, your reply is posted directly into your community.

If your community manager has turned on this feature, you can post a reply to something by replying to a notification email. You first need to set your user Preferences to receive email notifications on a particular stream, so that when someone updates something you follow in that stream, you get an email about it. For more information on how email notifications work, see Customizing notifications on page 30.

- To reply by email, click **Reply** in your email program, then type your discussion reply just as you'd type a reply to an email and send the email.

If the community is set up to receive replies via email, your reply is posted as if you'd logged in to your community and posted it from there.

Creating content by using email

There are several different kinds of supported email clients that your community administrator can tie into Jive, such as Microsoft Windows Outlook, Mac Mail, and Gmail. You may notice inconsistent results when creating Jive content by email because every email client creates emails in its own unique way. For this reason, do not use styles or images in email content that you post to Jive.

In general, the incoming and outgoing email features of Jive were designed to handle simple replies to content and creation of content in Jive.

Jive only creates content from the plain text version of an email, which may look significantly different than the rich text version of the email you created or can view in your email application.

In addition, Jive adds email attachments as content attachments if the created content item supports attachments. For example, a new discussion supports attachments, but a comment on a document does not.

Therefore, keep the text clean and do not use styles or embed images while using emails to post content on Jive.

Accessibility

Turning on High Contrast Mode is required to enable several accessibility options.

To switch to the high-contrast theme:

- Go to **Your avatar** > **Preferences** and select **On** under **High-contrast color scheme**. Then click **Save** to save the settings.

For more information the changes on interface, see High-contrast theme on page 248.

If you are using a Mac OSX environment, you also should do the following:

- Turn on all **All controls** for full keyboard access by navigating to **System Preferences** > **Keyboard** > **Shortcuts** and selecting **All options** at the bottom of the dialog.
- Enable voiceover capability by navigating to **System Preferences** > **Shortcuts** > **Accessibility** and select **Turn VoiceOver on or off**.

High-contrast theme

Jive includes a high-contrast theme that users may choose to enable. This theme uses contrasting colors that make the interface more comfortable to see.

To switch to the high-contrast theme:

- Go to **Your avatar** > **Preferences** and select **On** under **High-contrast color scheme**. Then click **Save** to save the settings.

The theme color palette has a high contrast ratio between colors to make elements more visible and easier to read and identify.

This theme overrides the default and Theming tool colors. The UI elements that get changed are:

- The main navigation menu bar, including the Inbox notifications
- Texts
- Hyperlinks
- Meta-texts
- Meta-links
- Buttons

Keyboard shortcuts for content editor

You can use your keyboard to navigate when you are using the content editor.

Note: Formatting characteristics are not retained when you copy and paste content from Microsoft Office applications into Jive.

Table 1: Content editing shortcuts

Key Combo Windows	Key Combo Mac	Action
`Alt+F10`	`fn+option+f10`	Move focus to the toolbar in the content editor
`Ctrl+C`	`Command+C`	Copy
`Ctrl+X`	`Command+X`	Cut
`Ctrl+V`	`Command+V`	Paste
`Ctrl+Z`	`Command+Z`	Undo
`Ctrl+Y` or `Ctrl+Shift+Z`	`Command+Y`	Redo
`Ctrl+B`	`Command+B`	Bold
`Ctrl+I`	`Command+I`	Italic

Key Combo Windows	Key Combo Mac	Action
`Ctrl+U`	`Command+U`	Underline
`Ctrl+<1-6>`	`Command+<1-6>`	Heading levels 1-6. For example, to format as Heading 1, press `Ctrl+1`
`Ctrl+7`	`Command+7`	Format as paragraph
`Ctrl+8`		Format as div
`Ctrl+9`		Address
`Tab`	`Tab`	Indent 5 spaces or indent a list item 1 level
`Shift+Tab`		Outdent 5 spaces or outdent a list item 1 level
`Esc`		Move the focus to the first visible submit button
`Ctrl+S`	`Ctrl+S`	Publishes your content. **Caution:** In previous versions, this key combination saved a draft, rather than publishing, for blog posts only. This is no longer the case.

Passwords

Use a strong password containing mixed cases, numbers, and special characters to protect your content and your community identity.

By making a password that is strong enough to stump the guessers, you're not only protecting your own content (including any private content you have), but also the content and activity of others in the community. Here are a few guidelines for making a password that only you know.

- Make sure at least three characters are upper-case, lower-case, numerals, or punctuation.
- Try using words instead of numbers — "six" instead of "6", for example.
- Use numerals instead of letters here and there — "0" instead of "o" would work.
- Mix uppercase and lowercase letters — as in "feLiX".
- Add punctuation or other special characters. For example, you could use a "!" or "$" or "@".
- Use at least eight characters, although you're better off with twelve or more.

If you forget your password, you can ask your community administrator to reset it, or if your community allows you to change your password, you can change it.

Note: Some communities provide a Forgot Password link at the login screen, which enables you to reset your password right there.

To change the password:

1. Change your password by going to the top right and selecting **Your Avatar** > **Change Password** .

   If you don't see **Change password**, then your community has user password changing disabled and you need to contact a community administrator to change or reset your password.

2. Change your password using the strength meter to measure how strong you've got it so far, and what you can do to improve it.
3. Click **Save** .

Unpairing a two-factor authentication device

If you need to change the device you use for two-factor authentication (2FA), you need to unpair the device you use and then set up a new device.

Fastpath: **Your avatar** > **Preferences** , then the **Two-factor Authentication** tab

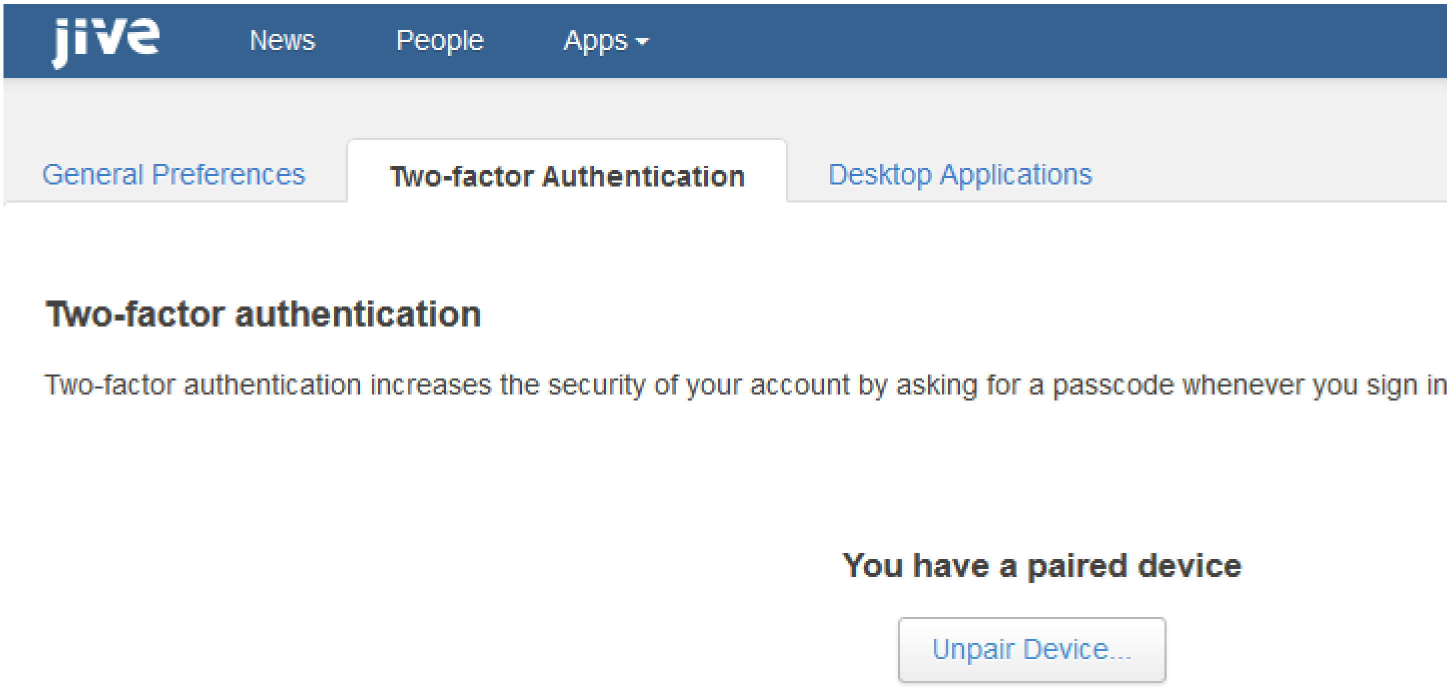
Note: This tab may not be available depending on the community configuration.

You will have to enter a verification code from your current device before paring a new one. If you cannot unpair your device yourself, you can refer to your community managers to unpair the device for you. This may be required, for example, if you don't have access to the device.

To change the device for two-factor authentication:

1. Go to **Your avatar** > **Preferences** , then click the **Two-factor Authentication** tab.

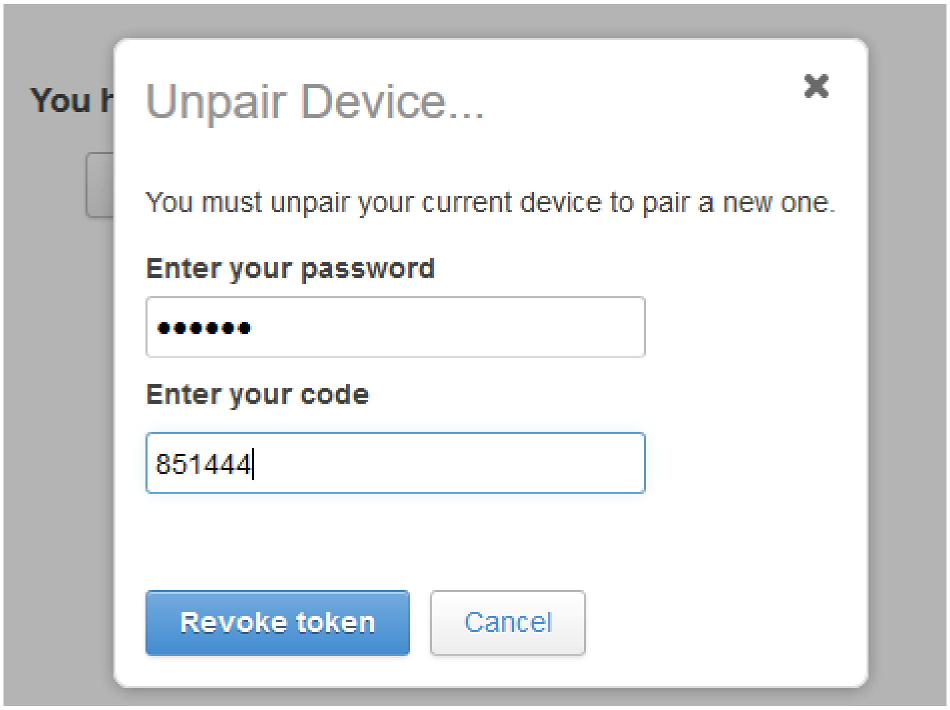
   Figure 3: The Two-factor Authentication tab on the Preferences page

2. Click **Unpair Device**.

   This opens the **Unpair Device** dialog box.

   Figure 4: The Unpair Device dialog box

3. Enter your password and the verification code from the authenticator app.
4. Click **Revoke token**.

The device is disassociated from your account and you are signed out from your account. When signing back in, you will be able to set up a new device. For more information, see Signing in to community with two-factor authentication enabled.

Time zone and locale preferences

Your time zone and locale settings determine how time and locale are displayed on your content.

This can be important if you use Jive from a web browser set to another locale, such as when you're working in another country. Your preference takes precedence. If you want to use the locale set by your administrator for the entire community, make sure that your web browser is not set to a specific locale (or the browser locale overrides the administrator's locale setting unless the browser locale is not supported by Jive).

Decimal and thousand separators for files sizes are displayed according to the locale. When you set the locale on the Preferences page, Jive uses this locale. If your locale is set to default, Jive uses browser locale.

Your time zone setting is used in the timestamp when you publish a blog post, document, or discussion. Your administrator sets the time zone that affects the start and end times for all announcements, polls, projects, tasks, and checkpoints.

To set your time zone and locale preferences:

1. Go to **Your Avatar** > **Preferences** to open the **Preferences** page.
2. Select your **Language** and **Locale**.
3. Select your **Time Zone**.
4. Click **Save**.

Changing non-editable profile fields

Sometimes profile fields can't be edited because an administrator has locked them down, or because they come from a directory server controlled by your organization.

If you can't edit a field such as your name or title in your profile, it's typically because an administrator has set up your community this way. Often, fields like name, title, email address, and department aren't entered by a Jive administrator but come from a directory server such as Active Directory. In this case, the community administrator can't directly edit them in the profile, either.

Every organization is different, so who you should ask for help depends on who is responsible for this part of your site data. If you need to change a non-editable field in your profile, you can try the following paths for getting it changed:

- If you know who your community manager is, ask them who controls these fields. Often, they can make the change, request a change for you, or tell you who can handle the change.
- If you don't know who your community manager is, try contacting your human resources department or your IT support department. These departments often administer your company directory server or know who does.