



Jive Interactive Intranet

## **Cloud Administrator Guide**

**Jive Daily Cloud**



# Notices

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For details, see the following topics:

- [Notices](#)
- [Third-party acknowledgments](#)

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# Aurea global support

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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

## Jive Daily overview

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With Jive Daily, your employees can:

- Read content anywhere, from a mobile device or the desktop.
- Like and comment on posts.
- Create documents, discussions, questions, status updates, blog posts, direct messages, images, and videos.
- Edit or delete their posts and comments
- Search by keyword and view results organized by Content, People, or Places. Users can also view their Key Places, Recently Viewed, and Bookmarks from the search box.
- Mark content as helpful.
- Follow specific people and groups to tailor their news feed to their interests.
- View their Inbox.

By staying informed and engaged, employees build authentic relationships with company leaders. And leaders talk with employees, not at them; thus, employees understand better the organization's goals and strategy.

In addition, community administrators can:

- Target communications to specific users, teams, and departments, so everyone gets genuinely relevant information.
- Use News and activity streams to push information to your users' streams

### Getting the app

You can download and install the Jive Daily: Intranet on the go app from the App Store on iOS or Google PlayStore on Android. You can find the links for downloading the app from either the [App Store](#) for iOS or [Google Play](#) for Android here or on the [Release notes – Jive Daily for Cloud](#) page on Worx.

*Jive Daily is a consumer-style app designed to keep your employees informed and engaged from their mobile device, delivering company news on the go.*



For details, see the following topics:

- [System requirements](#)
- [Supported browsers](#)

## System requirements

You should make sure the following requirements are met before using Jive Daily.

### General requirements

- Jive Cloud

### Supported mobile devices for Jive Daily

- iOS 11 and higher

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**Attention:** Currently, multiple issues are observed on devices with iOS 15. We are working on a fix.

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- Android 8 and higher

### Supported media

- Video file types: .flv, .asf, .qt, .mov, .mpg, .mpeg, .avi, .wmv, .mp4, .m4v, .3gp
- Video file size: up to 1.5 GB
- Image file types: JPG, GIF, PNG, BMP
- Image file size: unlimited

## 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\* (on Macs only).
- Mobile Safari on iPhone and iPad for iOS 11 and later. (For a browser-independent native iOS phone app, be sure to look for the Jive Daily: Intranet on the go app, if your community uses it, in the [App Store](#).)
- Mobile Chrome on Android devices for Android 8 and later. (For a browser-independent native Android phone app, be sure to look for the Jive Daily: Intranet on the go app, if your community uses it, in [Google Play](#).)
- Mozilla Firefox\*.
- Google Chrome\*.



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

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**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%.

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### Important notes and restrictions:

- Chromebook is not supported.
- 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

## Administering Jive Daily

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*Here you find information on setting up your community for using the Jive Daily add-on.*

For details, see the following topics:

- [Enabling Jive Daily add-on](#)
- [Setting up your community for Jive Daily app](#)
- [Setting up push notifications](#)

### Enabling Jive Daily add-on

The Jive Daily add-on allows access to your Jive community using the Jive Daily app as the client.

Follow these steps to install and configure the Jive Daily add-on:

1. In Jive, click your avatar and select **Add-ons**.
2. In the **Available** tab, click **Install** next to the **Jive Daily** add-on.
3. Click **Install Now** or **Preview** as required.

The **Preview** option is available to make this add-on visible only to you for testing purposes before you make it available to your community. For more information, see [Installing add-ons](#) in the Community Manager Guide.

As the add-on gets installed, you are directed to the **Jive Daily Settings** page for configuration.

4. Click **Configure Now** to open the **Configure "Jive Daily"** dialog box, and then click **Set up Jive Daily**.
5. Click **Save and Activate** to start using **Set up Jive Daily**.

### Setting up your community for Jive Daily app

Here you can find some steps to prep your community for Jive Daily. You can start with setting up the news streams, inviting users to download the app in an



announcement, and keeping users engaged even when they're not tethered to their computer.

### Setting up tiles

The Jive Daily app support of tiles is limited. You can find the list of supported tiles in the [Tile reference](#) in the Community Manager Guide.

### Setting up the News stream

The News stream is the primary stream shown in Jive Daily. So you should set up a News stream with compelling and engaging content from your organization's movers and shakers. For more information, see [Customizing News page](#) in the Community Administrator Guide.

### Inviting users to download the app with an announcement

You can create an announcement in your community to let your users know about Jive Daily and invite them to download the app on their mobile device. You can find the links for downloading the app from either the [App Store](#) for iOS or [Google Play](#) for Android here or on the [Release notes – Jive Daily for Cloud](#) page on Worx. For more information about announcements, see [Creating community-wide announcements](#) in the Community Administrator Guide.

### Notification settings

Users can follow their streams in Jive Daily in their Inbox. The notification settings for the Inbox in Preferences apply both to the Jive Daily and web app. For more information, see [Setting up push notifications](#) on page 10.

### Keeping users engaged

You can ask your leaders to publish important news from their departments, projects, or offices. This helps users stay engaged with the new community and make it part of every workday. You can also find and employ advocates, that is, active users who love collaboration and community. For more information, see [Strategies to Revitalize Your Community, Part 3: How to Recruit and Maintain an Advocate Network](#) on Worx.

## Setting up push notifications

If your community is using Jive Daily, your users can set up push notifications to Jive Daily from any of their custom streams.

When using Jive Daily, users receive the same notifications on their mobile device, which they receive in their Inbox in the web app. The notification first shows up as a push notification, tapping it opens the user's Inbox in the Jive Daily app. Alternatively, users can open the app and tap on the bell icon to go to their Inbox and see the update.



## Setting up notifications

By default, notifications are enabled on a user's own content, @mentions, and content they follow.

Users can completely disable receiving notifications in Jive Daily in **Preferences > General Preferences**, in the **Notification Preferences** section. They can also control how they want to receive notifications for the News and activity streams they follow in the **Inbox Notifications** section. For more information on setting up notifications, see [Configuring notifications](#) in the Jive Daily: Intranet on the go User Guide.

Note that these settings may be set up by the community administrators and not available to users for editing. For more information, see [Letting users control their own settings](#) in the Community Administrator Guide.



# 3

## Getting started

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### Installing Jive Daily

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**Note:** You should review the system requirements before attempting to download. For details, see [System requirements](#) on page 7.

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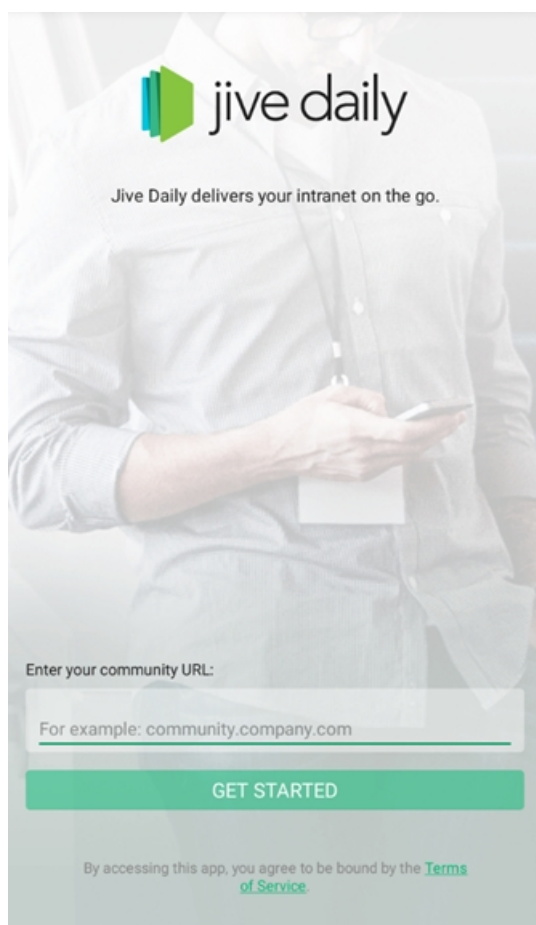
You can download and install the Jive Daily: Intranet on the go app from the App Store on iOS or Google PlayStore on Android. You can find the links for downloading the app from either the [App Store](#) for iOS or [Google Play](#) for Android here or on the [Release notes – Jive Daily for Cloud](#) page on Worx.

### Connecting to your community

To connect with your community:

1. Launch the app.
2. Enter the URL of your community.





3. Tap **Get Started**.

4. Sign in with your community credentials.

You are now all set to start using Jive Daily. For more information, see [Using Jive Daily](#) on page 14.

*Follow these steps to install the Jive Daily: Intranet on the go app and to connect it to your community.*



# 4

## Using Jive Daily

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By using the app, you can:

- Read content.
- Like and comment on posts.
- Create documents, discussions, questions, status updates, blog posts, direct messages, images, and videos.
- Edit or delete your posts and comments.
- Search by keyword and view results organized by Content, People, and Places.
- Mark content as helpful.
- View content metrics.
- Follow specific people and groups to tailor your news feed to your interests.
- Give away badges and points to people.
- Access your Inbox.
- Configure notifications.
- Change your avatar.

*With Jive Daily for iOS and Android, you can access your Jive community directly from your mobile device.*



For details, see the following topics:

- [Creating and editing content](#)
- [Interacting with content](#)
- [Finding people, places, and content](#)
- [Following people and places](#)
- [Accepting invitations to private groups](#)
- [Awarding badges to people](#)
- [Using your Inbox](#)
- [Configuring notifications](#)
- [Viewing your profile](#)

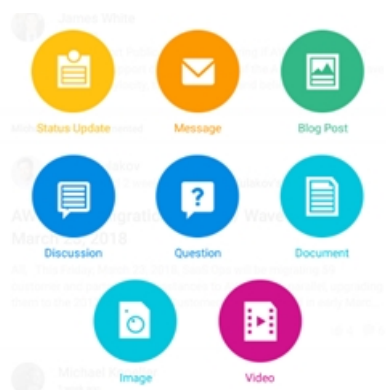
## Creating and editing content

You can create discussions, documents, blog posts, and status updates, as well as post images or videos and send direct messages, from your Jive Daily app.

### Creating content

To create a content item:


1. Tap **Create**.
2. Select the type of content you want to create.



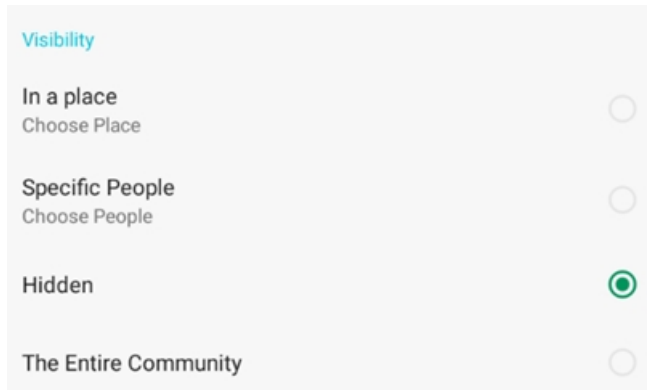
3. Start typing. You can also:
  - @mention people, places, or content items
  - Insert hyperlinks
  - Add numbered or unordered lists
  - Embed images in the content
  - Format text (bold, italics or underlined)





4. Once the content is ready, click  to select a particular place to publish, or you can choose to share your content with specific people.

Alternatively, you can also want to keep the visibility of your content hidden, or you may choose to expose it to the entire community.



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**Note:** These publishing options appear depending on your content type. Therefore, you may not find all of these options available for each content type.

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5. Add relevant tags to your content to optimize its search. For more information about using tags, see [Using tags](#) in the Community Manager Guide.
6. Tap **Post Now** to publish. Alternatively, if your content type supports saving it as a draft and you do not want to publish it yet, you can tap **Save As Draft**.

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**Note:** The **Save As Draft** option is only available for a Document or a Blog Post content type.

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### Editing content

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**Note:** To edit a content item, you must be the owner of the item or have sufficient permissions.

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To edit a content item:

1. Browse to the content you wish to edit or delete.
2. Tap  and edit the item.

You are provided with the same fields and options that were used while creating the content.

3. Tap **Post Now** to publish.



Alternatively, if your content type supports saving it as a draft and you do not want to publish it yet, you can tap **Save As Draft**.

Some content items cannot be edited in Jive Daily, including:

- Images that are created in the Jive Daily app: Such images cannot be edited, only deleted.


## Deleting content

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**Note:** To delete a content item, you must be the owner of the item or have sufficient permissions.

---

To delete a content item:


1. Browse to the content you wish to edit or delete.
2. Tap .

The content item is removed from the system.


## Interacting with content

While going through the content on Jive Daily, you can like or comment on it. You can also view the metrics to see the total count of likes, comments, and views for a particular content piece.



To like a content item or comment:

1. Locate and tap on the content that interests you.
2. Tap  or **Like**.

To mark a comment as helpful:

1. Locate and tap on the content that interests you.
2. Tap .

To add a comment:


1. Locate and tap on the content that interests you.
2. Tap **Add Comment** or  and add a comment to the content.
3. To mark content as helpful, tap .

To reply to a comment:

1. Locate and tap on the content that interests you.
2. Tap **Reply** under the comment.





To view metrics:

1. Locate and tap on the content that interests you.
2. Tap  **Metrics**.

## Finding people, places, and content

The search feature allows you to locate the things you need quickly.

To find something:

1. Tap  in the top right corner.
2. Enter your search terms. The results are returned as tiles categorized by Content, Places, and People.
3. To further filter the results, tap , and then specify additional conditions.

The available filters differ for content items, people, and places.

4. Identify your targeted item from the list of search results and tap on it to view.

For more information about finding things in your community, see [Finding people, places, and content](#) in the Cloud User Guide.

## Content Type Filters

Searching content is made easier with filters you can apply based on **Content type**.

The following **Content type** filters are available to help you easily search through Jive Daily:

- All Content
- Blog Post
- Document
- Discussion
- Question
- Poll
- Idea
- Video
- Status Update
- Event





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**Note:** You can apply 1 or more filter combinations to your search. For example, **Document** filter and **Question** filter can be combined to return results based on the applied filter(s).


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#### To search using specific filter:

1. Tap  in the top right corner.
2. Tap  button.
3. Tap **Content type**.
4. Choose any **Content type** filter.
5. Tap **Apply**.
6. Tap **Done**.
7. On the search text field, enter your search term.

The results are returned under **Content** tab based on the chosen filter.

#### To clear applied filter:

1. Tap  in the top right corner.
2. Under the **Content** tab, tap **Clear** to remove the applied filter.

## People Filters

Searching content is made easier with filters you can apply based on **People**.

The following **People** filters are available to help you easily search through Jive Daily:


- Department
- Location
- Title
- Match Name only
- Show deactivated users

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**Note:** You can apply 1 or more filter combinations to your search. For example, **Department** filter and **Location** filter can be combined to return results based on the applied filter(s).

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#### To search using specific filter:

1. Tap  in the top right corner.
2. Click **People** tab.



3. Tap  button.
4. Choose any **People** filter.


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**Note:** When choosing **Department**, **Location** or **Title** filter, choose your desired subselection to narrow search.

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5. Tap **Apply**.
  6. Tap **Done**.
  7. On the search text field, enter your search term.
- The results are returned under **People** tab based on the chosen filter.

**To clear applied filter:**

1. Tap  in the top right corner.
2. Under the **People** tab, tap **Clear** to remove the applied filter.

## Places Filters

Searching content is made easier with filters you can apply based on **Place type**.

The following **Place type** filters are available to help you easily search through Jive Daily:



- All
- Space
- Project
- Blog
- Group

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**Note:** You can apply 1 or more filter combinations to your search. For example, **Space** filter and **Project** filter can be combined to return results based on the applied filter(s).

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**To search using specific filter:**


1. Tap  in the top right corner.
2. Click **Places** tab.
3. Tap  button.
4. Tap **Place type**.
5. Choose any **Place type** filter.



6. Tap **Apply**.
7. Tap **Done**.
8. On the search text field, enter your search term.

The results are returned under **Places** tab based on the chosen filter.





#### To clear applied filter:

1. Tap  in the top right corner.
2. Under the **Places** tab, tap **Clear** to remove the applied filter.

## Following people and places

When you follow a content item, a person, or a place, you receive notifications about updates for them. There are a few ways to begin following, and you can stop following them if you want it.

### Starting following people, places, and content items

- From the **News** feed or any other place, tap a person's name or avatar, or the name of a place, and then tap **Follow**. You can then select the streams (a predefined or your custom stream) in which you want to follow the person or place, and tap **Done**.
- Use the **Search** feature to search for places or people that might interest you. In the search results, when you find a person or a place you want to follow, tap  next to it, select the streams, and tap **Done**. The people or places that you follow then appear with  next to them indicating the same.  
If the group you searched for is private, you cannot immediately follow it. But you can raise a request to join the group: Tap the group name in search results, and then tap **Ask to join this group**.
- For places, you can use the **Browse** feature from the menu for viewing the places. Tap **Browse > View more** shows the community places, the places you follow appear with  next to them. Tap  next to a place to start following it, then select the streams and tap **Done**.

### Stopping following people, places, and content items

To stop following a person, or a place, or content item:

- Tap , clear the chosen streams, and then tap **Done**.

When you stop the subscription, you no longer see updates for that person, or place, or content item.



## Accepting invitations to private groups

The group owner or any member can invite other users to join a private group. The invitation appears in the web app Inbox and your email. Here you can find how to accept the invitation from Jive Daily.

On the web app, you can accept the invitation from Inbox. In Jive Daily, you accept it from the group landing page.

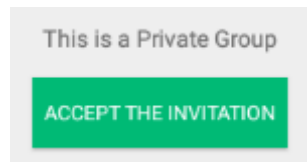
To accept an invitation from Jive Daily:

1. Tap the invitation link from the email on your smartphone.

Jive Daily opens the group page to which you are invited.

Alternatively, you open Jive Daily, search for the group and tap its name. Or use a link if your colleagues provided one.

2. Click **Accept Invitation**.



Note that when you open the group page, the button can appear in several seconds.

Once accepted, you become a member of the group and interact with the content in it as usual.

## Awarding badges to people

You can award other community members badges to recognize their contributions, and even give them some of your status points.

If your community manager has enabled Jive Rewards, you can celebrate and thank other community members by awarding them badges, and optionally some of the status points you've earned yourself. You can go to the person profile or mention them in the content editor to give a badge.

To hand out a badge and optional points from the user profile:

1. Tap on the person's avatar to view his profile.
2. Under the **Recent Badges** section, tap **Give a Badge**.
3. From the list of badges that appear, tap to select the badge you wish to award to the person.



4. In **Optional message**, type a brief thank-you message, or explain the reason for awarding the badge.
5. (Optional) If you wish to award points along with the badge, use the points slider to set the number of points to award.


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**Note:** The chosen points will be removed from your community total and added to theirs.


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## 6. Tap **Give Badge**.

To hand out a badge and optional points from the content editor:

1. When creating a new content item, type @ and tap .
2. From the list of badges that appear, tap to select the badge you wish to award to the person.
3. Save and publish the content item.

## Using your Inbox


When you tap the bell icon  in your Jive Daily app, you open your Inbox for quickly reading and responding to messages and notifications.

- Tap  to view only **Unread** inbox items.
- Tap  to mark all unread items as read.

## Configuring notifications

You can use the **Settings** page in Jive Daily to set notifications by content types and social actions.

To configure notifications:

1. Tap  and then **Settings**.
2. Under **Direct Notification**, tap to select different social actions for which you want to be notified.
3. Under **Content Notification**, tap to select different content types for which you want to be notified when they are posted in groups or by people you follow.

These notifications are sent to your Inbox. For more information, see [Using your Inbox](#) on page 23.



## Viewing your profile

Tap your avatar to view your profile.

From your profile page you can:

1. Change your avatar.
2. View your published content.
3. View your followers.
4. View the people you are following.
5. View your recently earned badges.
6. View your contact details (such as email and phone numbers).

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**Note:** Jive Daily only shows phone numbers that are saved as type **mobile** and **work**.

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7. Sign out from the Jive Daily app.



# 5

## Connecting to Jive communities from mobile devices

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### Using Jive from a mobile browser (narrow screen)

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 use Jive in this mode, you need to open the browser on a mobile device and navigate to your community. For more information about browsing your community from a mobile browser, see [Using community from mobile browsers](#) in the Cloud User Help.

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**Note:** In previous versions that included the Jive Mobile Web plugin, you could configure a mobile home page in the admin console. This home page is now configurable under **Manage > Mobile Home Page** and is visible to any user accessing Jive from a mobile or narrowed browser. For configuration help, see the main Jive Cloud documentation.

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### Jive Daily for iOS

You can install the Jive Daily for iOS from the [App Store](#) with your iPhone or iPad. This app offers a mobile-friendly version of the product. Native apps support push notifications and rich content authoring. Users of internal-facing communities who are frequent users of Jive may find the native app's performance and functionality especially helpful.

You can find the links for downloading the app on the [Release notes – Jive Daily for Cloud](#) page on Worx.

For more information, see [Jive Daily overview](#) on page 6 and [Using Jive Daily](#) on page 14.

### Jive Daily for Android

You can install the Jive Daily for Android app from [Google Play](#) on your Android device. This app offers a mobile-friendly version of the product. Users of internal-facing communities who are frequent users of Jive may find the native app's performance and functionality especially helpful.

You can find the links for downloading the app on the [Release notes – Jive Daily for Cloud](#) page on Worx.

For more information, see [Jive Daily overview](#) on page 6 and [Using Jive Daily](#) on page 14.



*You can access your community anywhere from your phone or tablet by using a mobile browser or the Jive Daily app.*

For details, see the following topics:

- [Using community from mobile browsers](#)
- [Quick tour from a mobile browser](#)

## 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:

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**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.

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### **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.



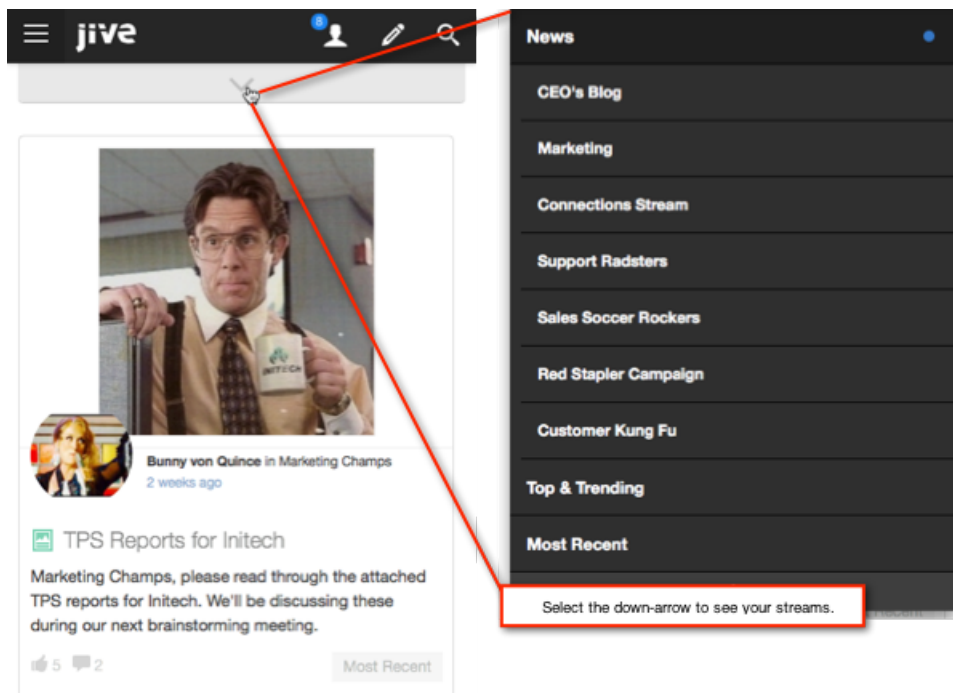
## Known issues

- 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).

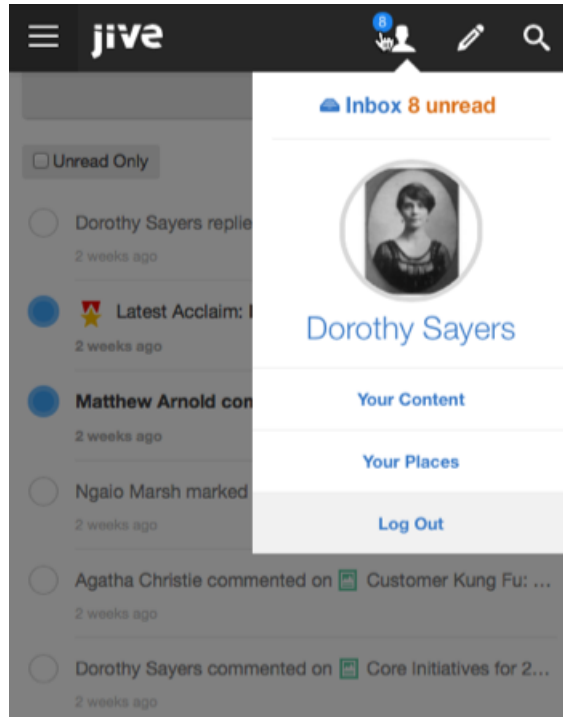
### See what's new



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.



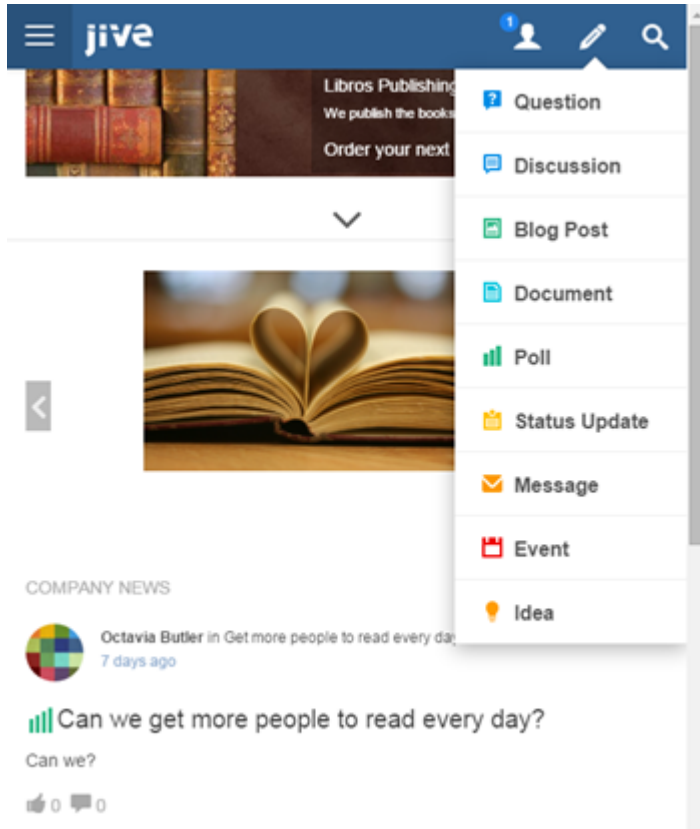
## Check out your Inbox



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.



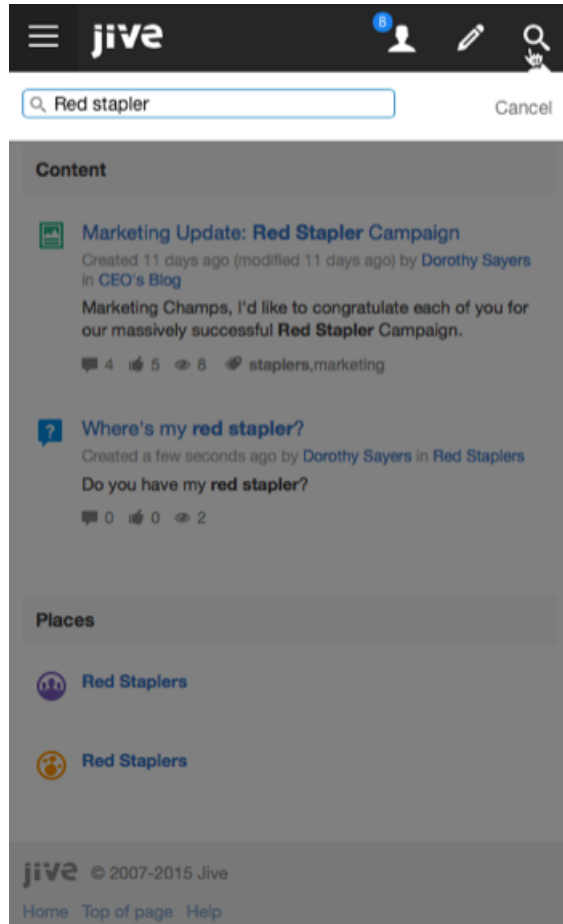
## Create content



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.