Jive Interactive Intranet

Cloud Administrator Guide

Jive Extensions

Aurea

Unlimited Possibility

Notices

For details, see the following topics:

- Notices
- Third-party acknowledgments

Notices

Third-party acknowledgments

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Aurea global support

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

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

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

You can also find the setup files on Support Portal.

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

1

Jive Extensions

Jive Extensions includes multiple add-ons, plug-ins, tiles, and integrations which:

- Elevate experience: Create visually appealing places, distribute content, and make your overall community look and feel more interesting.
- Make it easier: Simplify administrative workflows and processes within Jive.
- Add essential connections: Solutions that help to implement Jive as the work hub and integrate it into legacy systems, like SharePoint.

Jive Extensions from Aurea allows you to maximize your platform investment and extend your solution. Meet your unique business needs, increase the speed of innovation, and drive a tailored experience with our continually expanding library of extensions.

For details, see the following topics:

- Supported browsers

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.

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:

- 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

Jive Extensions: Tiles

Jive Extensions include multiple tiles that enhance user experience when using Jive.

For details, see the following topics:

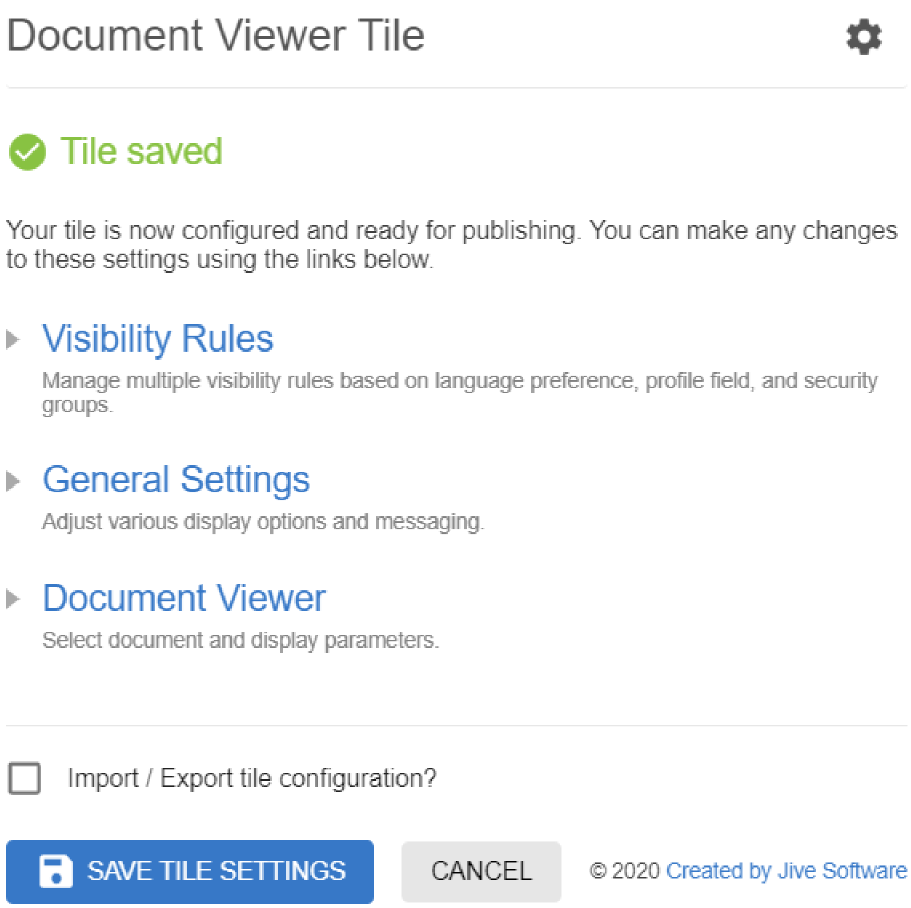
- Advanced Document Viewer tile
- Advanced HTML tile
- Advanced Search tile
- Audio tile
- Calendar tile
- Content Filter tile
- Countdown tile
- Create a Post tile
- Formatted Text tile
- Grid Layout tile
- Jive Poll tile
- News Stream tile
- Recent Content tile
- RSS tile
- Slideshow tile
- Social Media tile
- Visibility Rules of JEP tiles
- General Settings of JEP tiles
- Allowing JavaScript usage for specific users

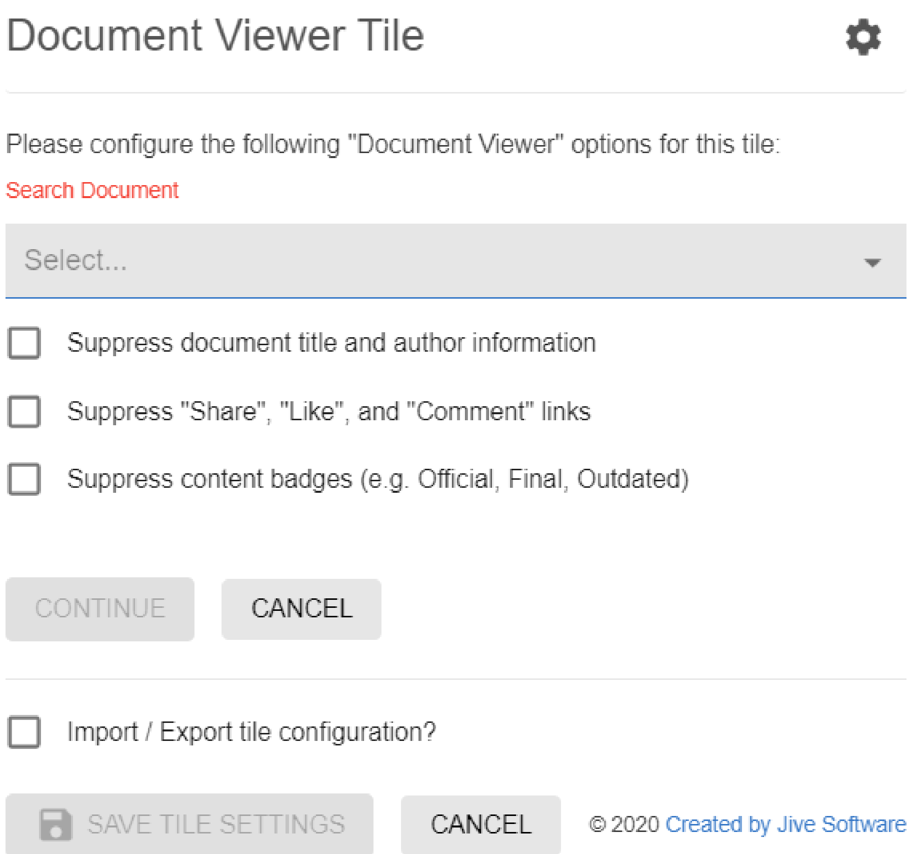
Advanced Document Viewer tile

This is a user-friendly tile to display any document within the tile.

Document attributes to display are configurable – author details, shares, comments, likes, and also structured outcomes (Final, Outdated, and Official). This tile:

- Shows a document on any tile page
- Allows configure document attributes
- Supports visibility rules


Document Viewer Tile
Tile saved
Your tile is now configured and ready for publishing. You can make any changes to these settings using the links below.
Visibility Rules
Manage multiple visibility rules based on language preference, profile field, and security groups.
General Settings
Adjust various display options and messaging.
Document Viewer
Select document and display parameters.
Import / Export tile configuration?
SAVE TILE SETTINGS
CANCEL
© 2020 Created by Jive Software



Installing Advanced Document Viewer Tile add-on

Advanced Document Viewer Tile is installed from the Add-ons page.

Fastpath: User interface: Your avatar > **Add-ons**

A user must have at least Manage System permissions to install add-ons.

1. In the user interface, click on your avatar in the upper-right corner, and then select **Add-ons** to open the Add-ons page.
2. On the **Add-ons** tab, select **All Add-ons** on the right, and then select **Available** at the center of the page to see all available add-ons.
3. Find **Advanced Document Viewer Tile** in the list and click **Install** next to it.
4. In the **Confirm Install** box, select if the add-on should be visible to all users:
   - Clicking **Install now** makes it available for all community users immediately.
   - Clicking **Preview** makes it available only to you. After you have verified the setup, you will need to make the add-on available to other community users.
5. To verify that the add-on is installed, go to **Add-ons** tab, then select **All Add-ons** > **Installed** and find the add-on in the list.

The Advanced Document Viewer Tile add-on is installed.

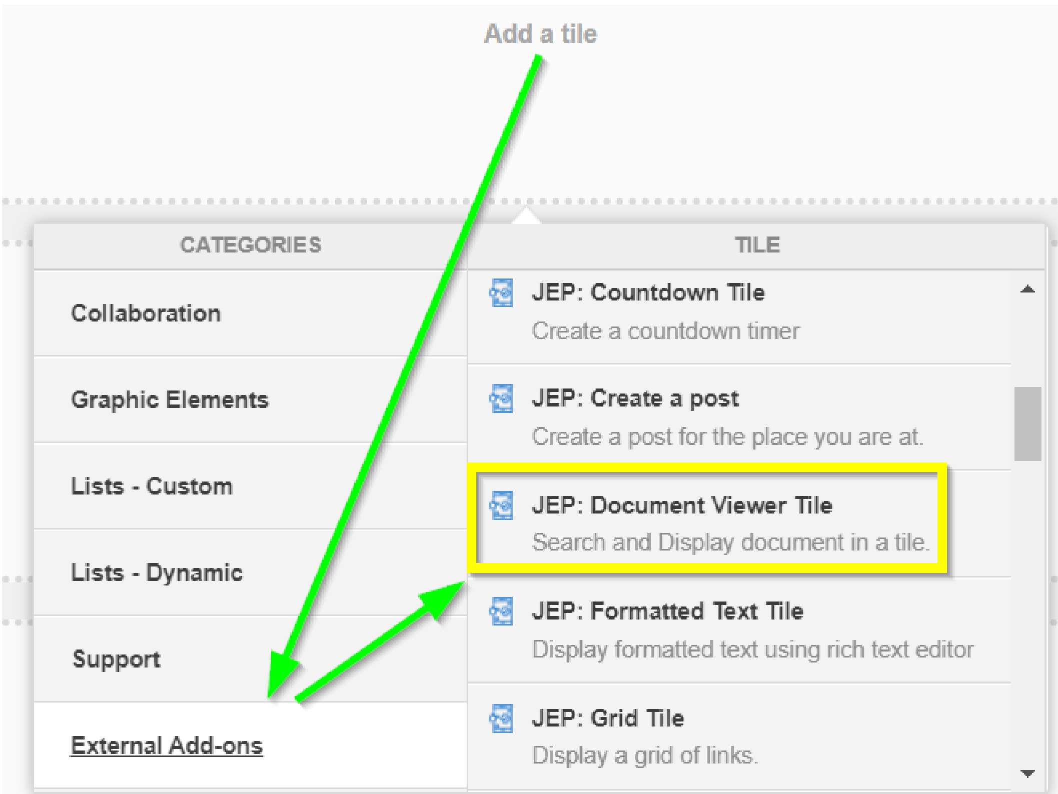
Creating Advanced Document Viewer tiles

Here you can find details on adding and configuring Advanced Document Viewer tiles.

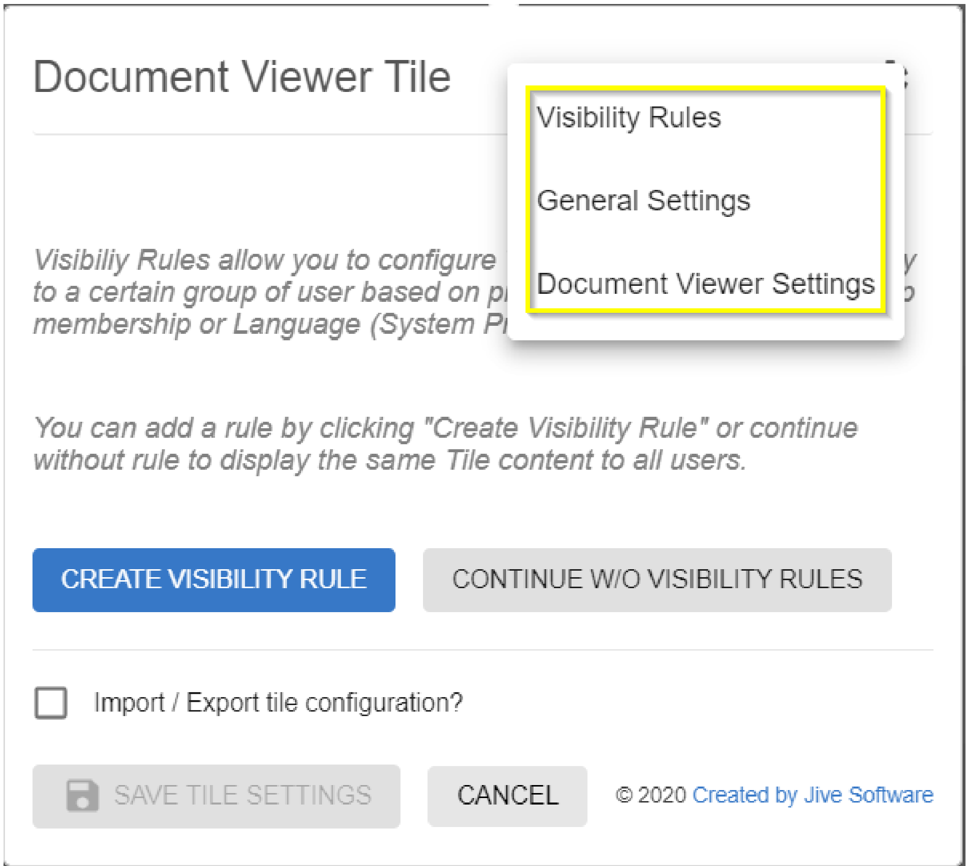
Adding Advanced Document Viewer tile

To add the tile to the page:

1. Go to the place where you want to add a new tile.
2. Open the relevant Activity or Custom page and edit it.
3. Click **Add a tile**.
4. Under **Categories**, select **External Add-ons**, then select **JEP: Advanced Document Viewer Tile** under **Tiles**.



The tile is added to the page and you need to configure it. You can configure the tile anew or, if you already have similar tiles, copy the settings from another tile.



Configuring General Settings

To set up general tile settings:

1. Select **Gear Icon** > **General settings** .
2. Configure the general settings. For the detailed instructions, see General Settings of JEP tiles on page 162.
3. Click **Save Tile Settings**.

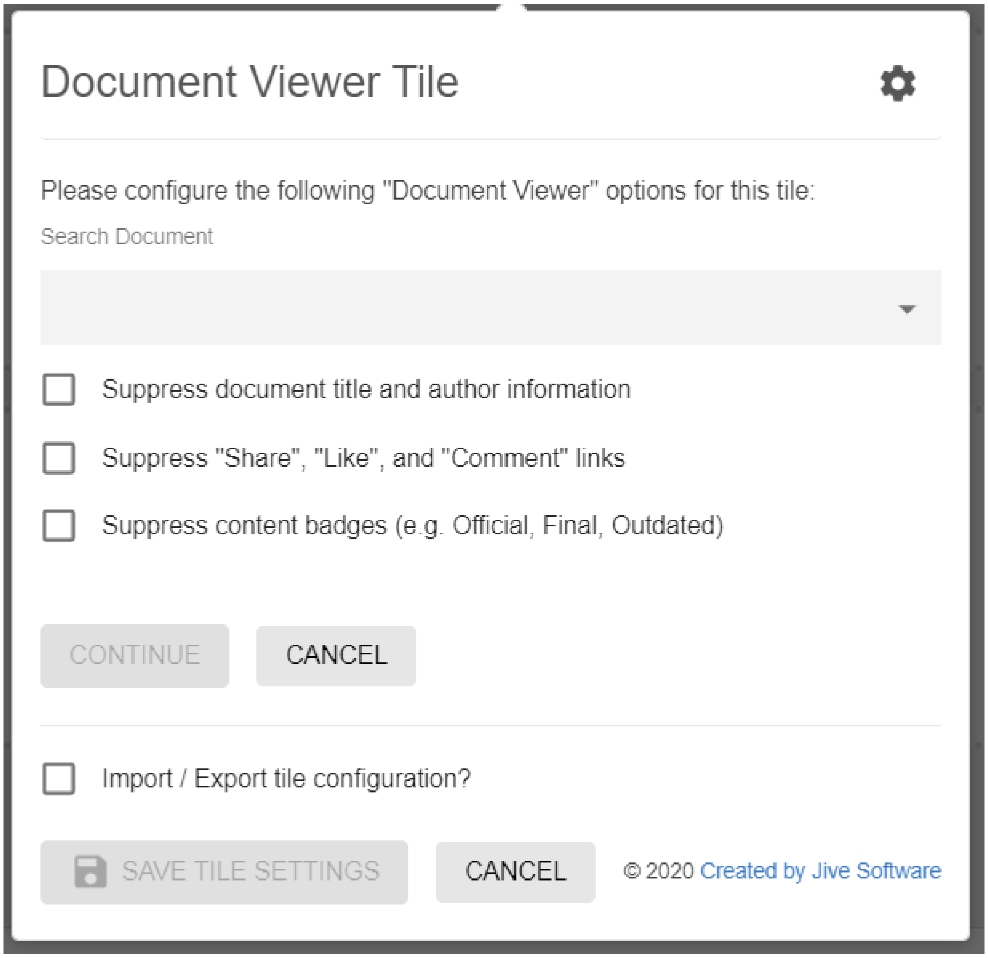
Configuring Visibility Rules

To set up general tile settings:

1. Select **Gear Icon** > **Visibility Rules** .
2. Configure a new visibility rule or select an existing one. For the detailed instructions on creating new rules, see Visibility Rules of JEP tiles on page 157.
3. Click **Save Tile Settings**.

Configuring Advanced Document Viewer Settings

To configure settings specific to Advanced Document Viewer tiles:



1. Click **the gear icon** > **Document Viewer Settings** .
2. Under **Search Document**, select the document you want to be displayed in the tile.
3. Select display options:

Options	Description
Suppress document title and author information	When selected, hides the title and author information.
Suppress "Share", "Like", and "Comments" links	When selected, hides share, like, and comments links.
Suppress content badges (e.g. Official, Final, Outdated)	When selected, hides the outcome badge.

Hiding the document details may be useful, for example, for using a single document as a 'table of contents' of a place. Or for reusing a list of useful links between several places.

4. Click **Save Tile Settings**.

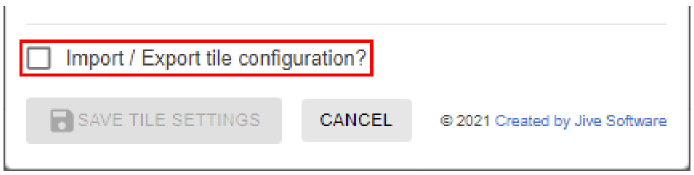
Advanced Document Viewer is configured successfully.

Copying settings from another tile

Use the currently configured settings of a tile in another environment or instance by using the **Import / Export tile configuration?** option.

Note: The Export/Import feature is also a great way to save previous configurations as a backup.

To copy settings from another tile of the same type:



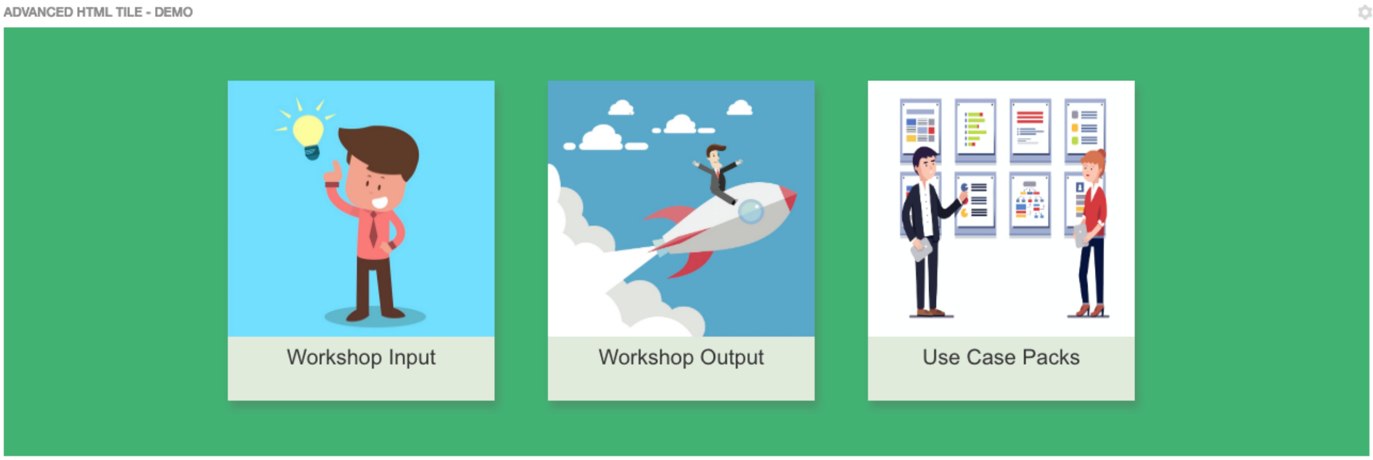
Select **Import / Export tile configuration?** to copy or paste the entire tile configuration to another tile of the same type.

Advanced HTML tile

Flexible HTML tile that allows you to insert HTML and JavaScript to improve the look and feel of your community.

Advanced HTML tiles:

- Support HTML and JavaScript
- Adjust height automatically to content
- Are permission-based for high security


ADVANCED HTML TILE - DEMO
Workshop Input
Workshop Output
Use Case Packs

Installing Advanced HTML Tile add-on

Advanced HTML Tile is installed from the Add-ons page.

Fastpath: User interface: Your avatar > **Add-ons**

A user must have at least Manage System permissions to install add-ons.

1. In the user interface, click on your avatar in the upper-right corner, and then select **Add-ons** to open the Add-ons page.
2. On the **Add-ons** tab, select **All Add-ons** on the right, and then select **Available** at the center of the page to see all available add-ons.
3. Find **Advanced HTML Tile** in the list and click **Install** next to it.
4. In the **Confirm Install** box, select if the add-on should be visible to all users:
    - Clicking **Install now** makes it available for all community users immediately.
    - Clicking **Preview** makes it available only to you. After you have verified the setup, you will need to make the add-on available to other community users.
5. To verify that the add-on is installed, go to **Add-ons** tab, then select **All Add-ons** > **Installed** and find the add-on in the list.

The Advanced HTML Tile add-on is installed.

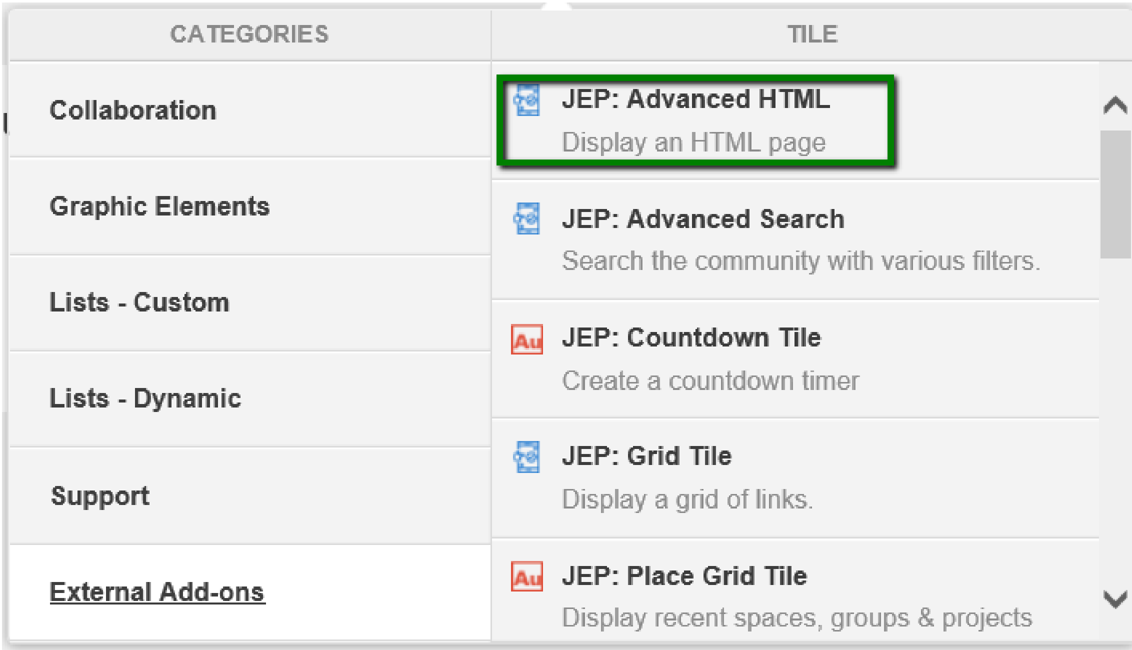
Creating Advanced HTML tiles

Here you can find details on adding and configuring Advanced HTML tiles.

Adding Advanced HTML tile

To add the tile to the page:

1. Go to the place where you want to add a new tile.
2. Open the relevant Activity or Custom page and edit it.
3. Click **Add a tile**.
4. Under **Categories**, select **External Add-ons**, then select **JEP: Advanced HTML** under **Tiles**.



The tile is added to the page and you need to configure it. You can configure the tile anew or, if you already have similar tiles, copy the settings from another tile.

Configuring General Settings

To set up general tile settings:

1. Select **Gear Icon** > **General settings** .
2. Configure the general settings. For the detailed instructions, see General Settings of JEP tiles on page 162.
3. Click **Save Tile Settings**.

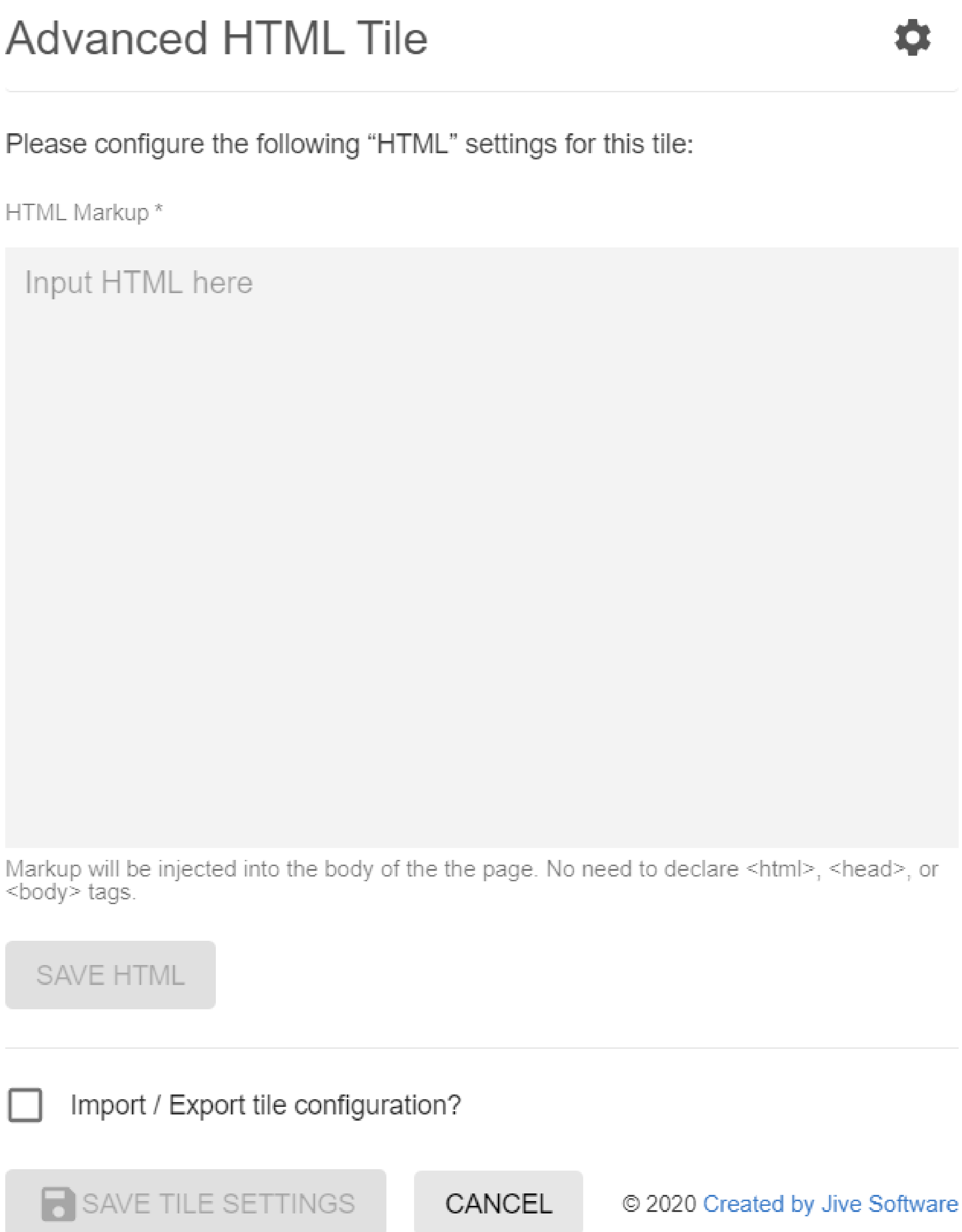
Configuring Visibility Rules

To set up general tile settings:

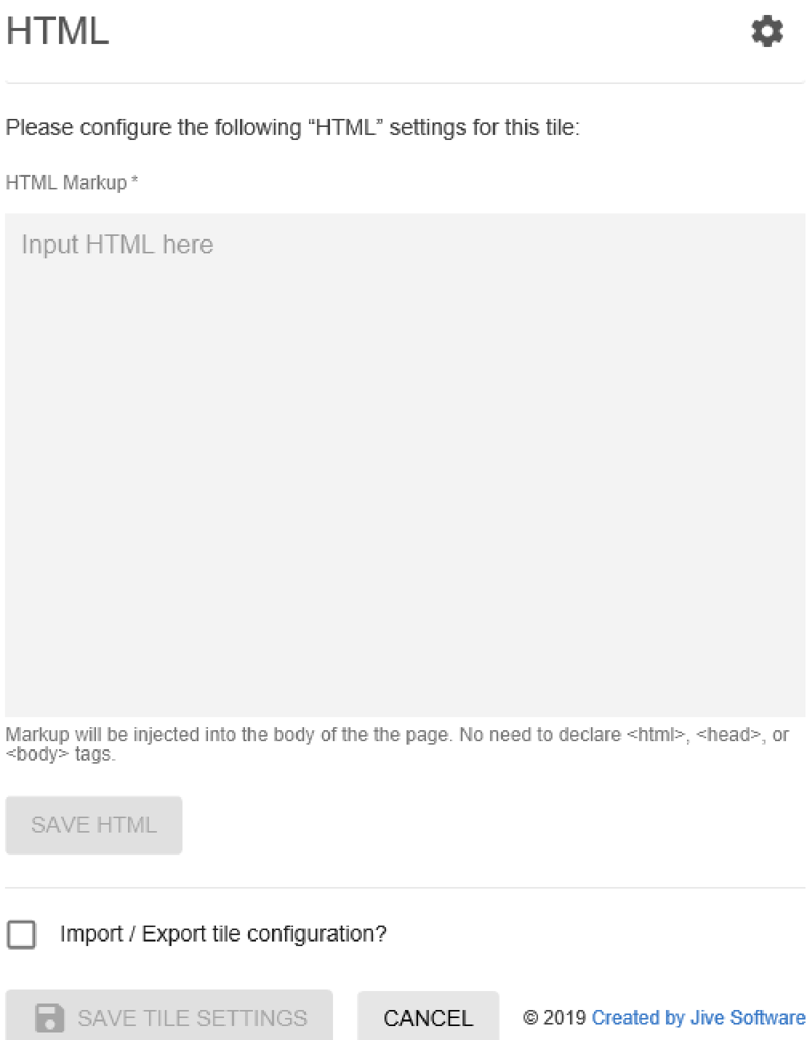
1. Select **Gear Icon** > **Visibility Rules** .
2. Configure a new visibility rule or select an existing one. For the detailed instructions on creating new rules, see Visibility Rules of JEP tiles on page 157.
3. Click **Save Tile Settings**.

Configuring Advanced HTML Settings

To configure settings specific to Advanced HTML tiles:



1. Click **the gear icon** > **HTML** .
2. Define HTML code with or without Java script.



Insert the HTML code within `<div> ... </div>` to wrap the content, as the tile already provides the html, head, and body tags.

Caution: All JavaScript is stripped out from the HTML configurations for users who are not added to the defined Security Group. For more information, see Allowing JavaScript usage for specific users on page 167.

---

3. Click **Save Tile Settings**.

   On saving the settings, the message confirming the Advanced HTML configurations appears.

4. Save tile settings.

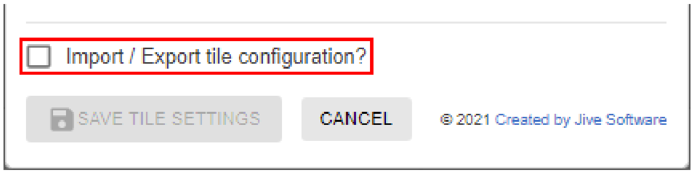
Advanced HTML is configured successfully.

Copying settings from another tile

Use the currently configured settings of a tile in another environment or instance by using the **Import / Export tile configuration?** option.

Note: The Export/Import feature is also a great way to save previous configurations as a backup.

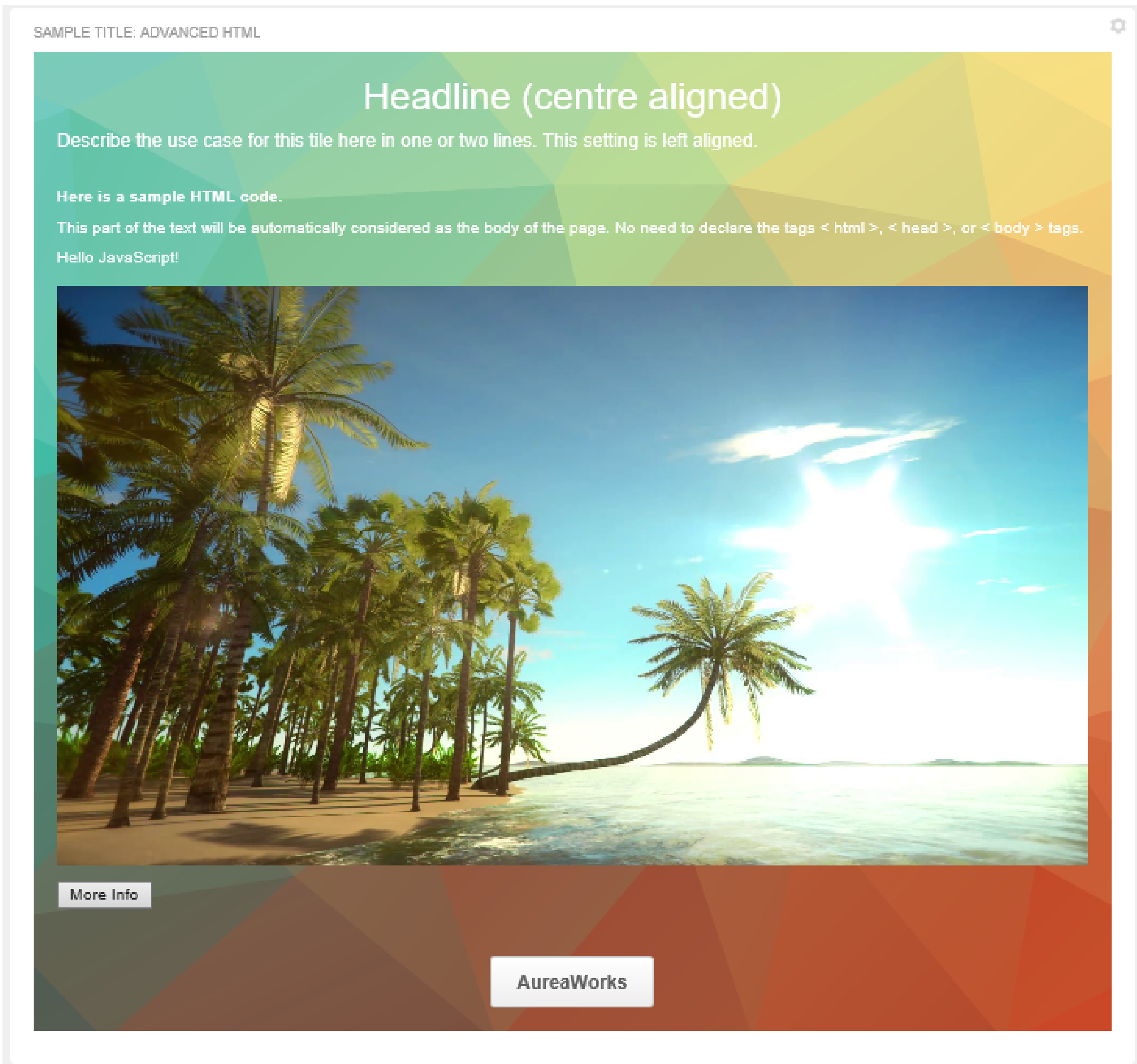
To copy settings from another tile of the same type:



Select **Import / Export tile configuration?** to copy or paste the entire tile configuration to another tile of the same type.

An example of Advanced HTML tile

An Advanced HTML may look like this.



- **General Settings**:
  - **Title**: Sample Title: Advanced HTML
  - **Display Tile Title**: Selected
  - **Headline**: Headline (center aligned)

    - **Description**: Describe the use case for this tile here in one or two lines. This setting is left aligned.
    - **Description Alignment**: Left
    - **Background Image URL**
    - **Padding**: 20px (all around)
    - **Action label + URL**: `AureaWorks` and a link provided

- **HTML**: Code with JavaScript provided

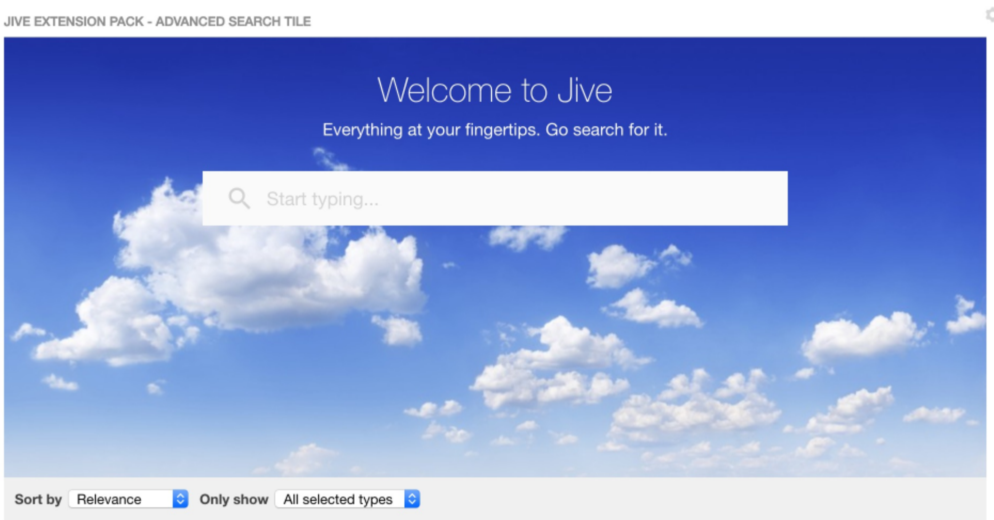
```
<div>
  <h4>Here is a sample HTML code. </h4>
  <p id="demo">This part of the text will be automatically considered as the
body of the page. No need to declare the tags < html >, < head >, or < body >
tags.</p>
  <div>
    <div id="demo_text"></div>
    <br/>
    <div id="demo_image"></div>
  </div>
  <button type="button" onclick="buttonClick()" id="more">More Info</button>
</div>
<script>
function buttonClick(){
...
}
</script>
```

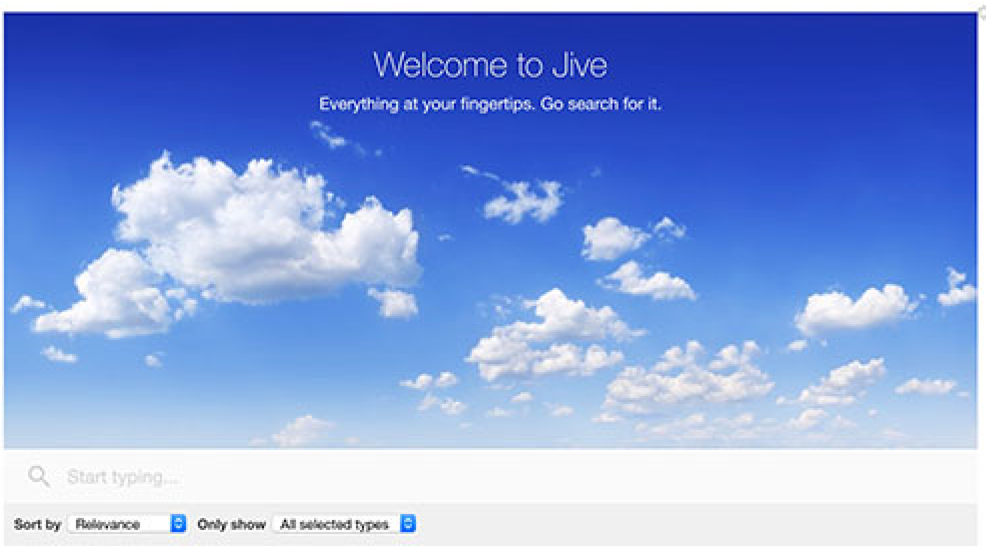
Advanced Search tile

Highly configurable search tile featuring a hero image, type-ahead results, and content type filtering that can be used to query content from multiple places or community-wide.

Advanced Search tile:

- Allows piking multiple places
- Allows all content types, people, places
- Has configurable front-end filters


JIVE EXTENSION PACK - ADVANCED SEARCH TILE
Welcome to Jive
Everything at your fingertips. Go search for it.
Start typing...
Sort by
Relevance
Only show
All selected types


Welcome to Jive
Everything at your fingertips. Go search for it.
Start typing...
Sort by
Relevance
Only show
All selected types

Installing Advanced Search Tile add-on

Advanced Search Tile is installed from the Add-ons page.

Fastpath: User interface: Your avatar > **Add-ons**

A user must have at least Manage System permissions to install add-ons.

1. In the user interface, click on your avatar in the upper-right corner, and then select **Add-ons** to open the Add-ons page.
2. On the **Add-ons** tab, select **All Add-ons** on the right, and then select **Available** at the center of the page to see all available add-ons.
3. Find **Advanced Search Tile** in the list and click **Install** next to it.
4. In the **Confirm Install** box, select if the add-on should be visible to all users:
   - Clicking **Install now** makes it available for all community users immediately.
   - Clicking **Preview** makes it available only to you. After you have verified the setup, you will need to make the add-on available to other community users.
5. To verify that the add-on is installed, go to **Add-ons** tab, then select **All Add-ons** > **Installed** and find the add-on in the list.

The Advanced Search Tile add-on is installed.

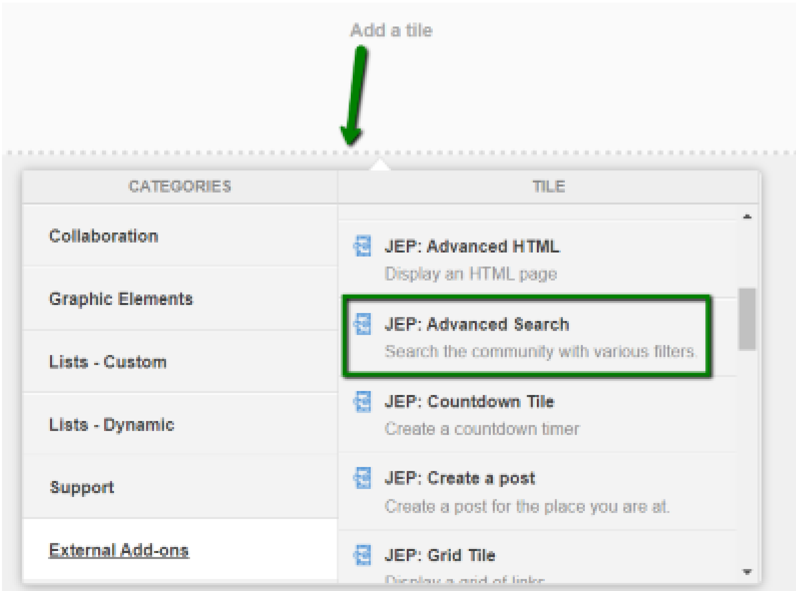
Creating Advanced Search tiles

Here you can find details on adding and configuring Advanced Search tiles.

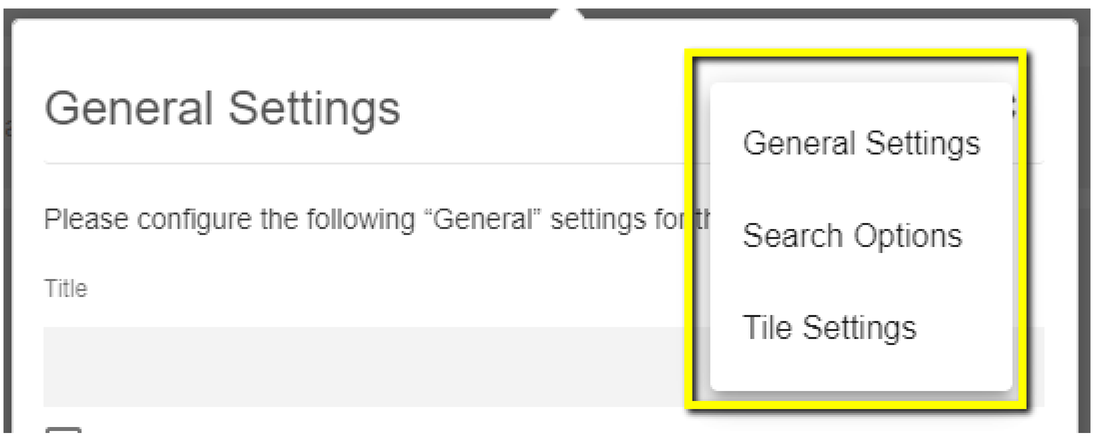
Adding Advanced Search tile

To add the tile to the page:

1. Go to the place where you want to add a new tile.
2. Open the relevant Activity or Custom page and edit it.
3. Click **Add a tile**.
4. Under **Categories**, select **External Add-ons**, then select **JEP: Advanced Search Tile** under **Tiles**.



The tile is added to the page and you need to configure it. You can configure the tile anew or, if you already have similar tiles, copy the settings from another tile.



Configuring General Settings

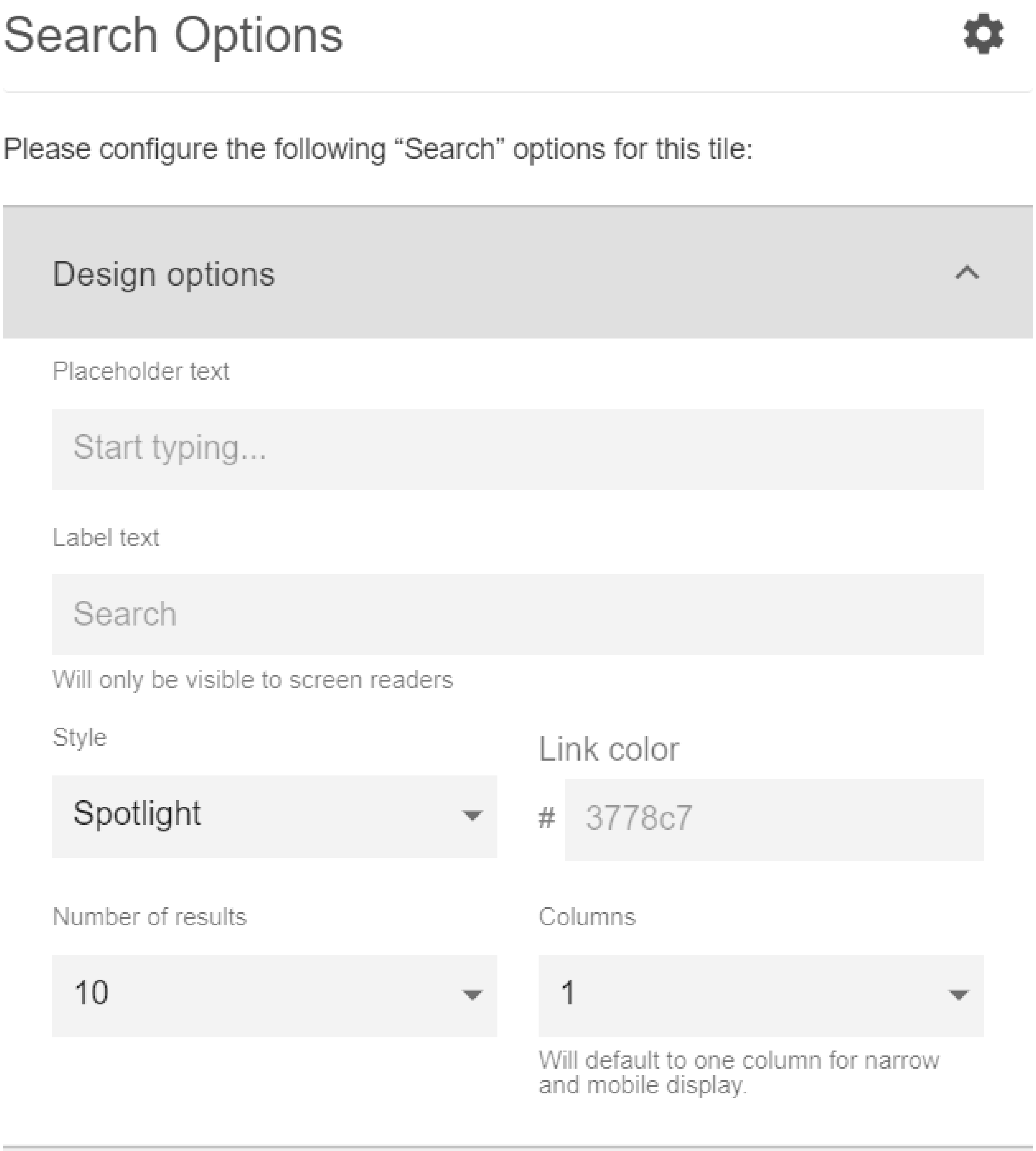
To set up general tile settings:

1. Select **Gear Icon** > **General settings** .
2. Configure the general settings. For the detailed instructions, see General Settings of JEP tiles on page 162.
3. Click **Save Tile Settings**.

Configuring Advanced Search Settings

To configure settings specific to Advanced Search tiles:

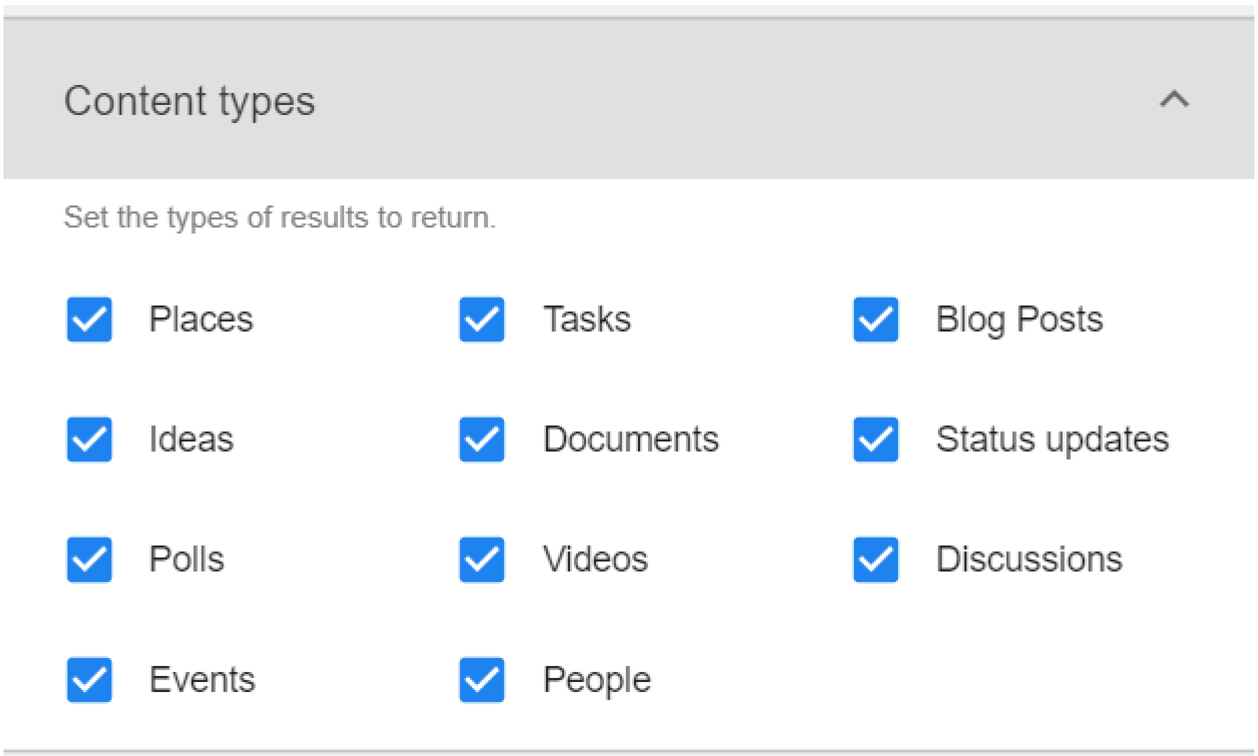
1. Click **the gear icon** > **Search Options** .
2. Specify the **Design Options** settings:



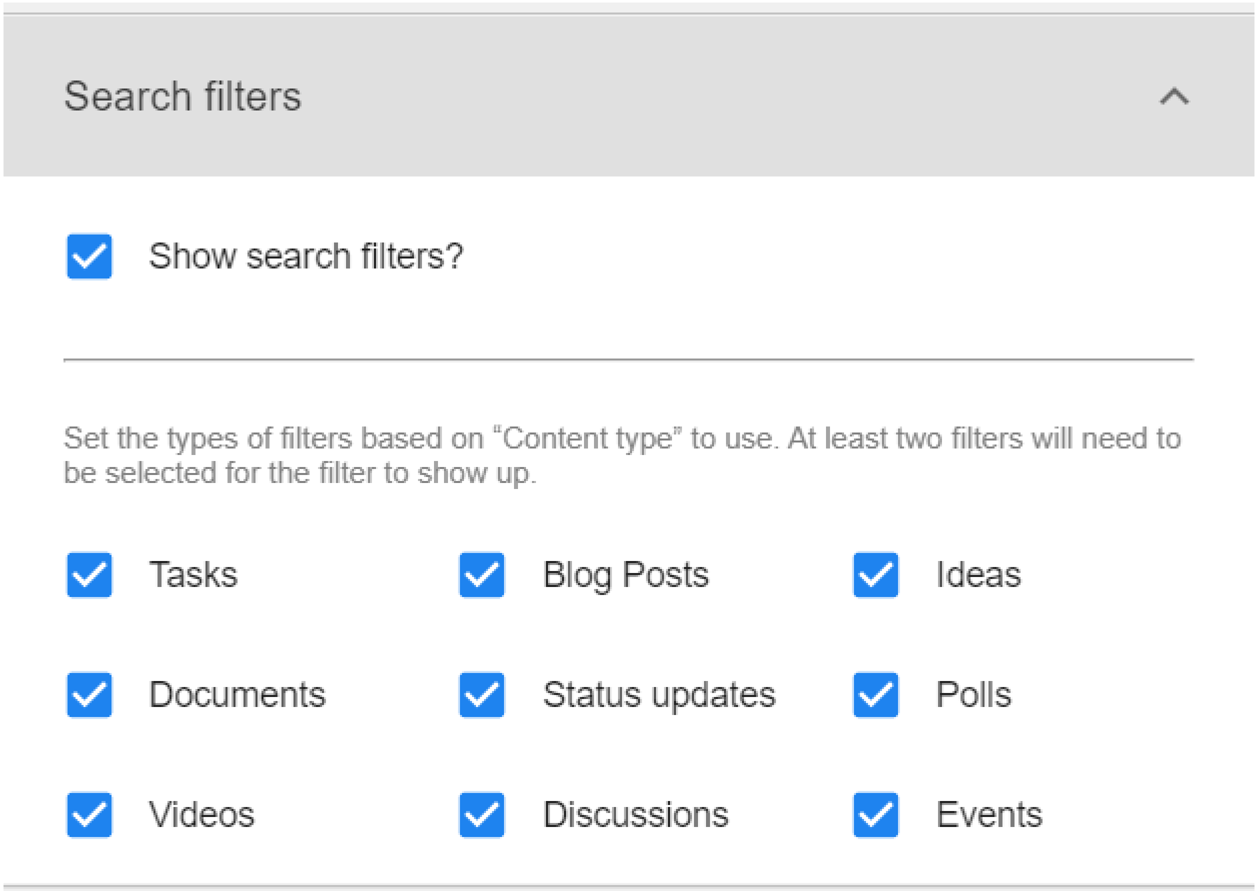
Options	Description
Placeholder text	The text that is displayed as default text to guide the user, for example, `Start Typing`.
Label text	The text that is displayed on the Tile to screen readers.
Style	The style used to display the Search feature with Spotlight or Hero effect.

Options	Description
Link color	The link color. You can use the color picker to select one.
Number of results	The number of search results to be displayed.
Columns	The number of columns to be displayed. In the multi-column layout, the results are displayed row-wise, that is, from left to right.

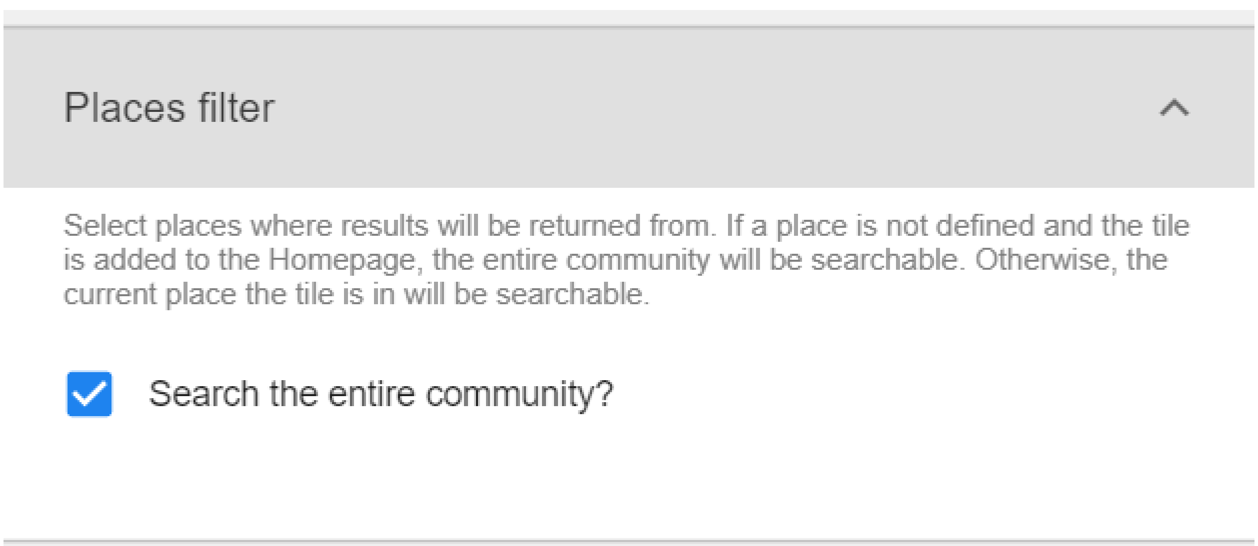
3. Select the desired **Content types** for the search results.



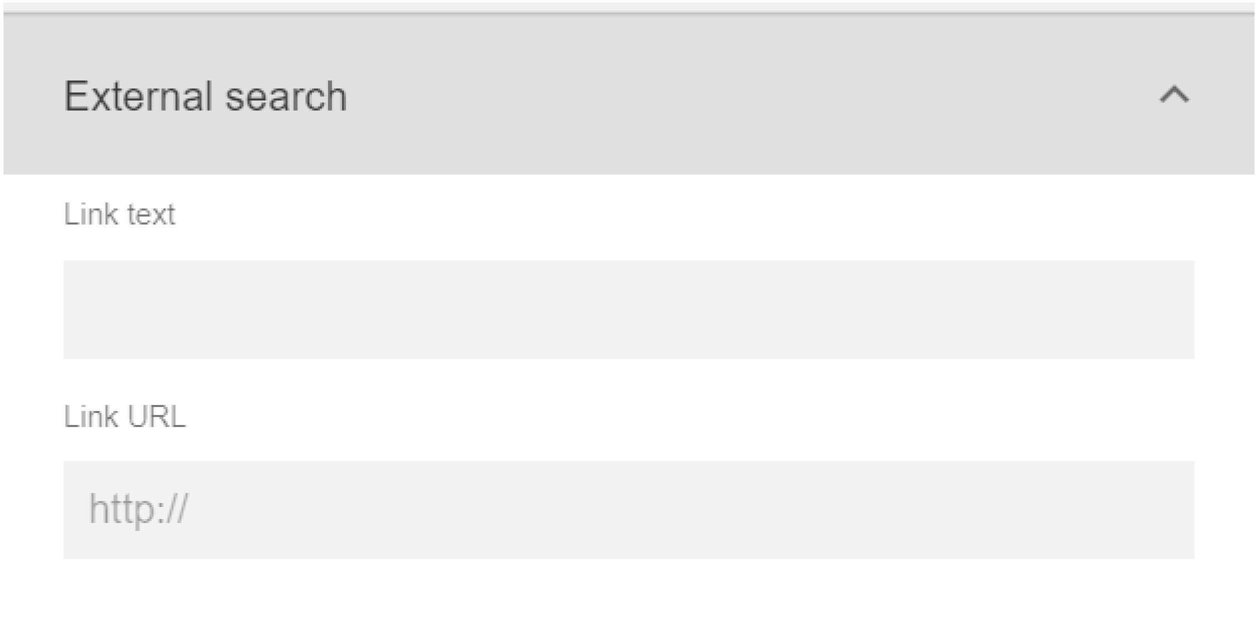
4. Enable the **Show search filters?** to display the various content types to use.



5. In the **Places filter** screen, select the places to search content from or enable to search in the entire community.



6. Set an external site for search purposes in the Jive Community by providing **Link text** and **Link URL**.



7. Click **Save Search Settings** at the bottom of the screen to save the specified configurations for the Tile Search options configured.
8. Click **Continue** to configure the Tile further.
9. Click **Save Tile Settings**.

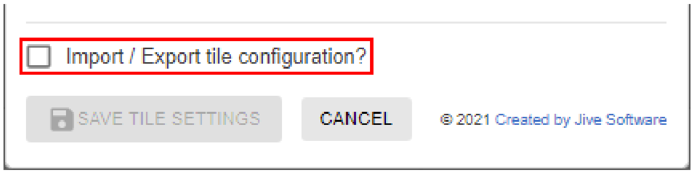
Advanced Search is configured successfully.

Copying settings from another tile

Use the currently configured settings of a tile in another environment or instance by using the **Import / Export tile configuration?** option.

Note: The Export/Import feature is also a great way to save previous configurations as a backup.

To copy settings from another tile of the same type:

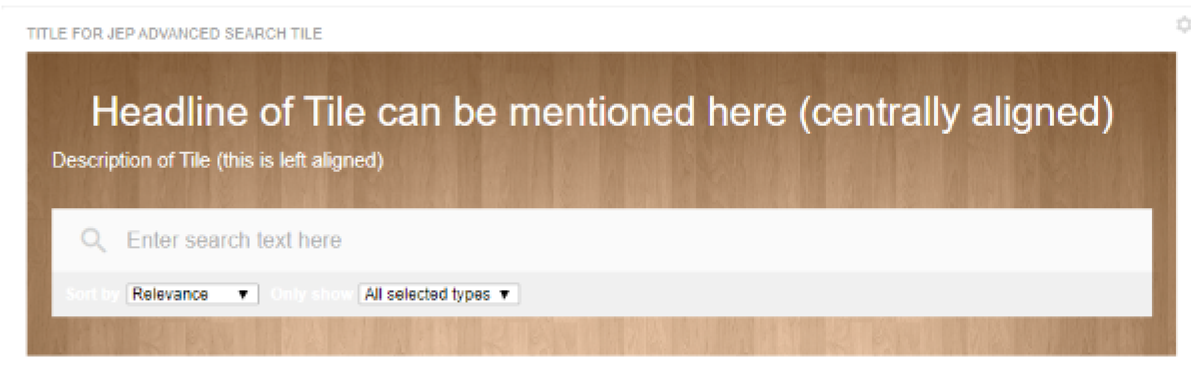


Select **Import / Export tile configuration?** to copy or paste the entire tile configuration to another tile of the same type.

An example of Advanced Search tile

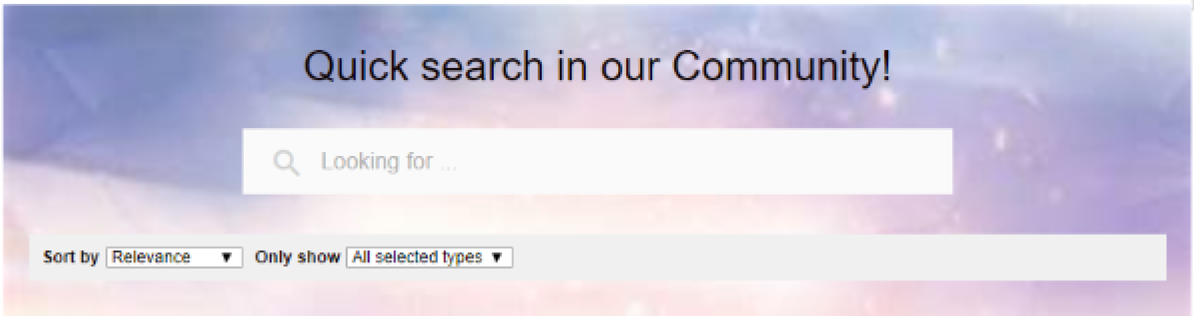
An Advanced Search may look like this.

Example 1



- **General Settings**:
  - **Tile Title**: Title for JEP Advanced Search Tile
  - **Display Tile Title**: <Enabled>
  - **Headline**: Headline of Tile can be mentioned here (centrally aligned)
  - **Description**: Description of Tile (this is left aligned)
  - **Background Image URL**
- **Search Settings**:
  - **Design Options Placeholder Text**: Enter search text here
  - **Style**: Spotlight

Example 2



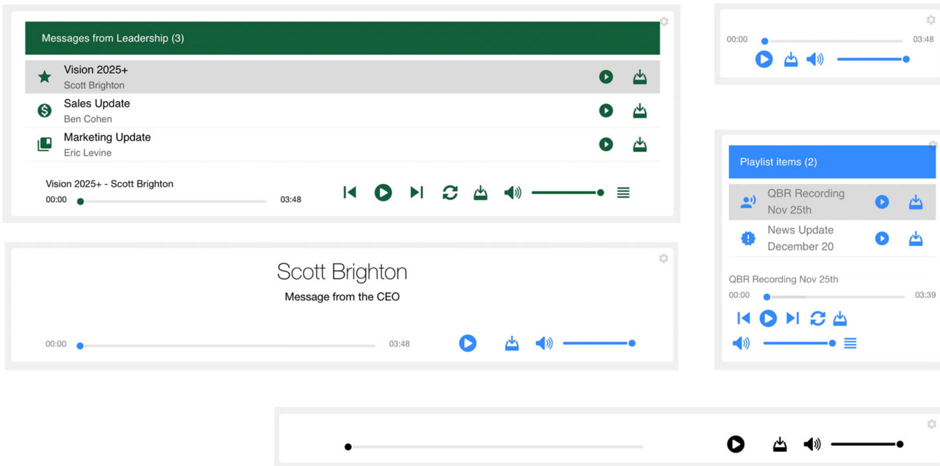
- **General Settings**:
  - Headline: Quick search in our Community!
  - Background Image URL
- **Search Settings**:
  - **Design Options** > **Placeholder Text** : Looking for ...
  - **Style**: Hero

Audio tile

A soundboard with highly customizable player controls.

Useful in playing audio files, like corporate podcasts, on any place page, the Audio tile allows for various user-defined audio files to be configured. The tile also:

- Aides sequencing of audio tracks, besides allowing playback control – looping the tracks continuously.
- Enables users to configure a list of audio files or podcasts to be played on a place page.
- Comes with two layouts (Player and Player with Playlist) and has configurable branding settings to adjust to your corporate design.
- Allows for your configurations to be saved for reuse.



Note: Supported audio file formats: mp3, wav (not Edge or Internet Explorer), ogg (not Edge or Internet Explorer).

Installing Audio Tile add-on

Audio Tile is installed from the Add-ons page.

Fastpath: User interface: Your avatar > **Add-ons**

A user must have at least Manage System permissions to install add-ons.

1. In the user interface, click on your avatar in the upper-right corner, and then select **Add-ons** to open the Add-ons page.
2. On the **Add-ons** tab, select **All Add-ons** on the right, and then select **Available** at the center of the page to see all available add-ons.
3. Find **Audio Tile** in the list and click **Install** next to it.
4. In the **Confirm Install** box, select if the add-on should be visible to all users:
    - Clicking **Install now** makes it available for all community users immediately.
    - Clicking **Preview** makes it available only to you. After you have verified the setup, you will need to make the add-on available to other community users.
5. To verify that the add-on is installed, go to **Add-ons** tab, then select **All Add-ons** > **Installed** and find the add-on in the list.

The Audio Tile add-on is installed.

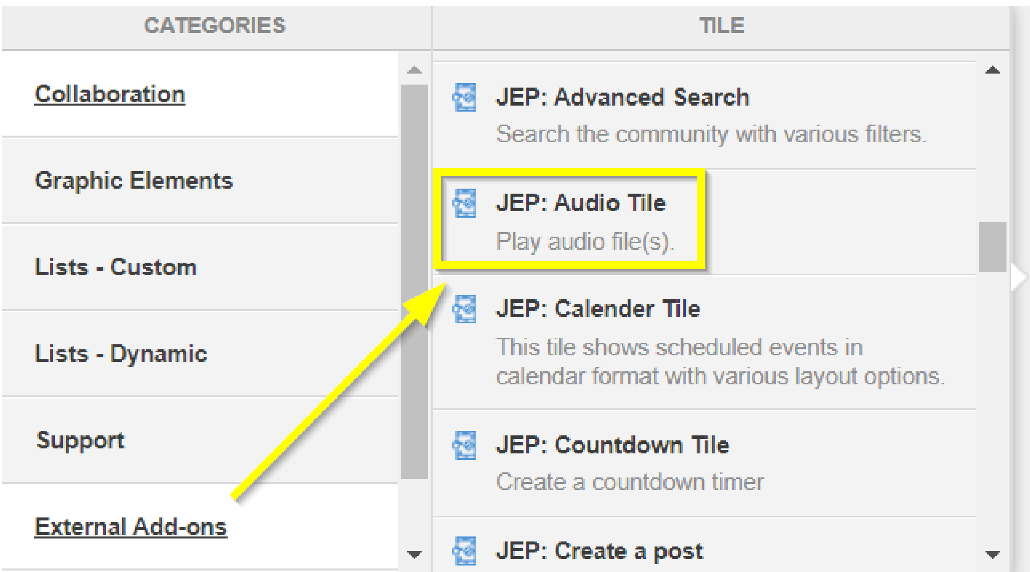
Creating Audio tiles

Here you can find details on adding and configuring Audio tiles.

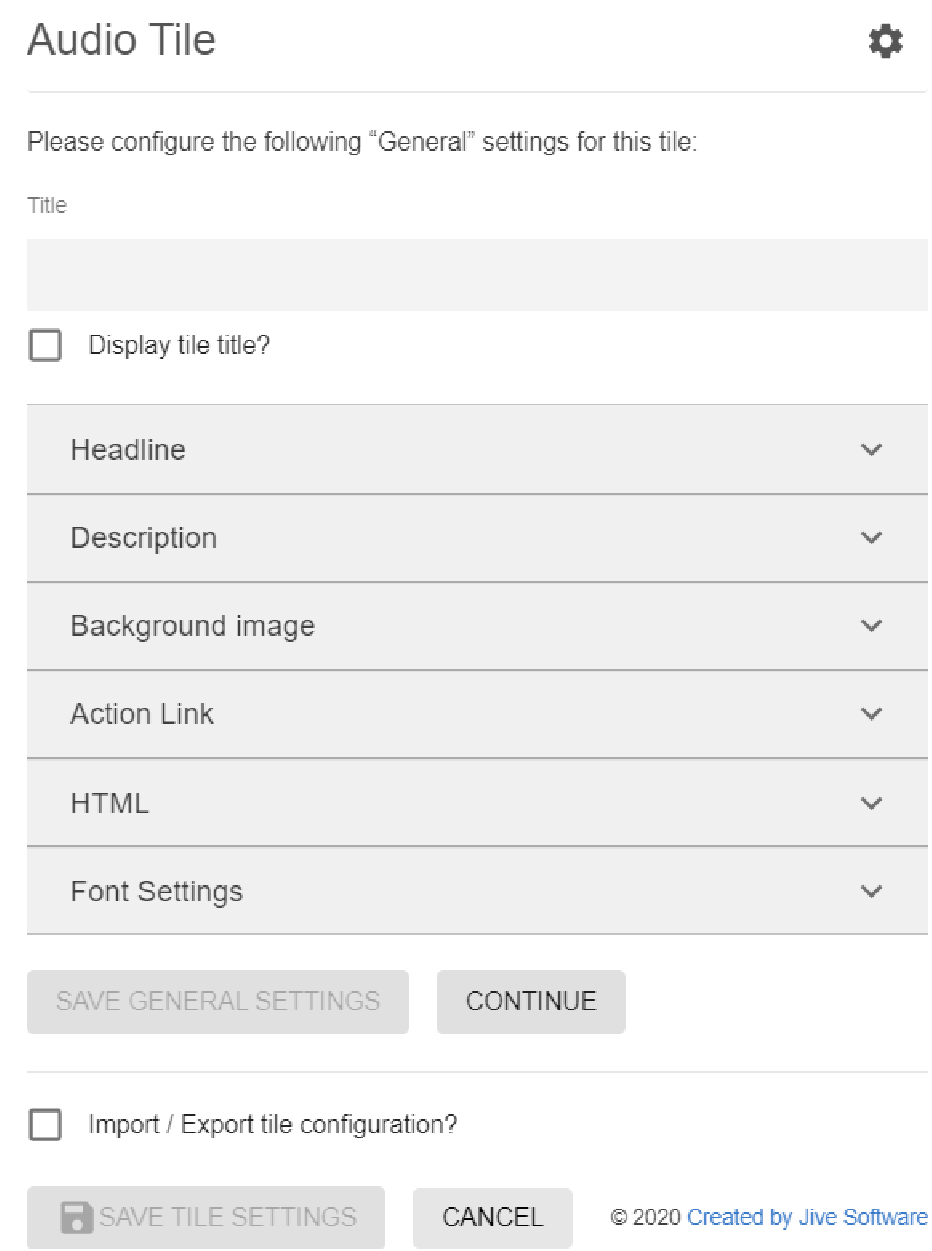
Adding Audio tile

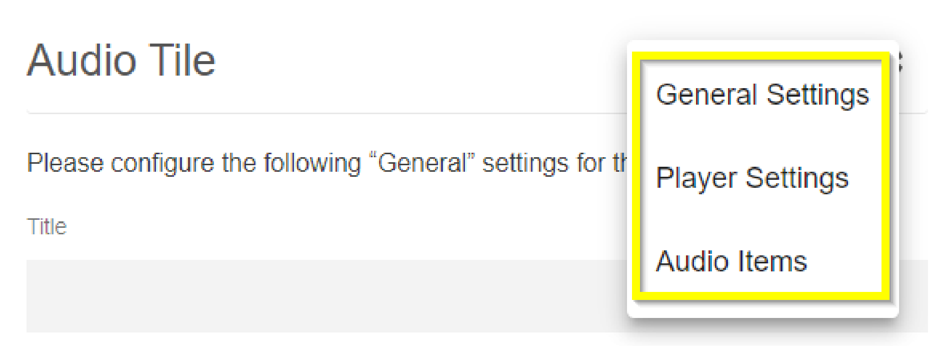
To add the tile to the page:

1. Go to the place where you want to add a new tile.
2. Open the relevant Activity or Custom page and edit it.
3. Click **Add a tile**.
4. Under **Categories**, select **External Add-ons**, then select **JEP: Audio Tile** under **Tiles**.



The tile is added to the page and you need to configure it. You can configure the tile anew or, if you already have similar tiles, copy the settings from another tile.


Audio Tile
Please configure the following “General” settings for this tile:
Title
Display tile title?
Headline
Description
Background image
Action Link
HTML
Font Settings
SAVE GENERAL SETTINGS
CONTINUE
Import / Export tile configuration?
SAVE TILE SETTINGS
CANCEL
© 2020 Created by Jive Software


Audio Tile
Please configure the following “General” settings for th
Title
General Settings
Player Settings
Audio Items

Configuring General Settings

To set up general tile settings:

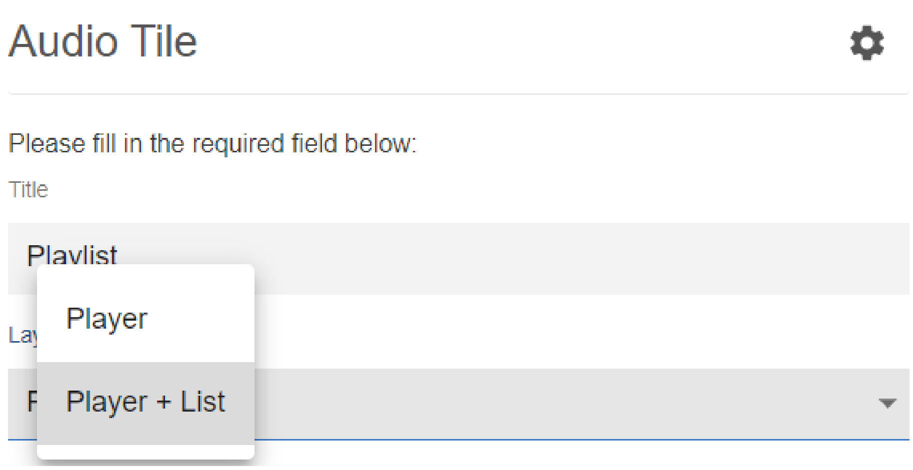
1. Select **Gear Icon** > **General settings** .
2. Configure the general settings. For the detailed instructions, see General Settings of JEP tiles on page 162.
3. Click **Save Tile Settings**.

Configuring Audio tile-specific settings

To configure settings specific to Audio tiles:

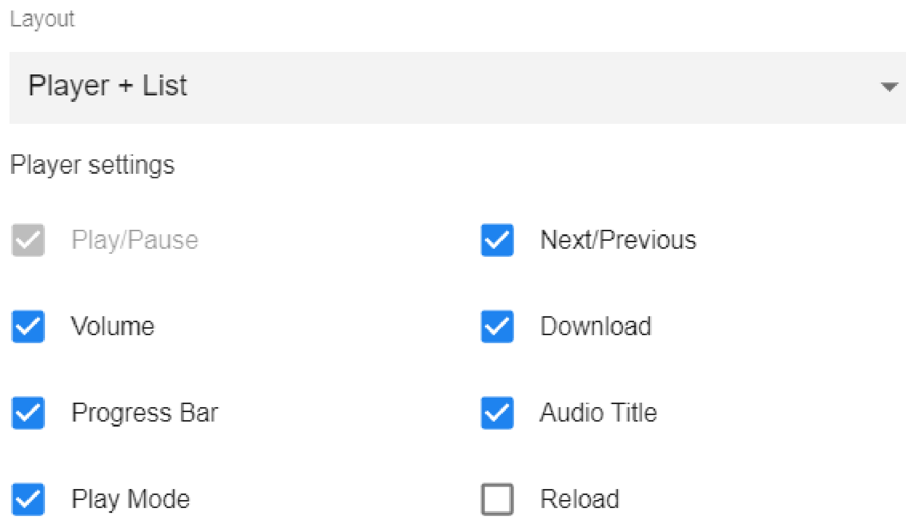
Configuring **Player Settings** of Audio tile

1. Click **the gear icon** > **Player Settings** .
2. Enter a **Title** as headline of playlist.
3. Choose a **Layout** from the options:



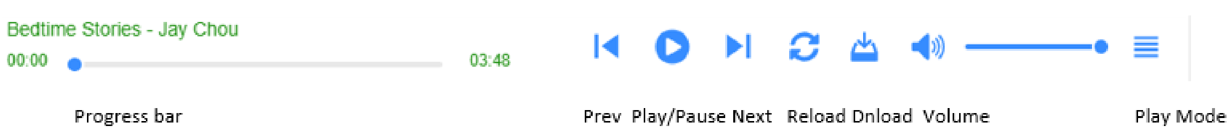
Options	Description
Player	Displays the Player buttons.
Player List	Displays the Audio list along with the Player buttons.

4. If **Player List** is selected, select the options for displaying the **Player Settings**:

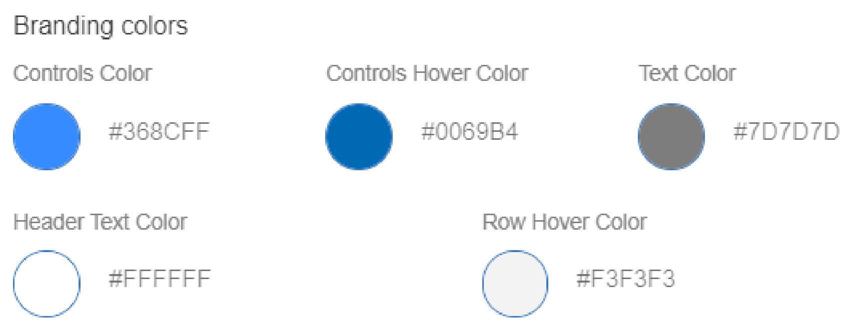


Options	Description
Play/Pause	(Mandatory) Displaying the toggle button.
Next/Previous	Moving to the Previous/Next track.
Volume	Controlling the audio volume.
Download	Providing the user an option to download the track.
Progress bar	Tracking the active audio which also aids easy pause/resume feature.
Audio Title	Displaying the name of the audio tracks.
Play Mode	When displayed, toggle to: • **Play in order**: Playing the tracks in sequence. • **List in loop**: After all tracks are played, repeating playing the tracks, starting from the first track. • **Single loop**: Playing all tracks in sequence once and thereafter stop. • **Shuffle Playback**: Playing all tracks by shuffling the sequence.

On a tile, the controls are displayed as follows:



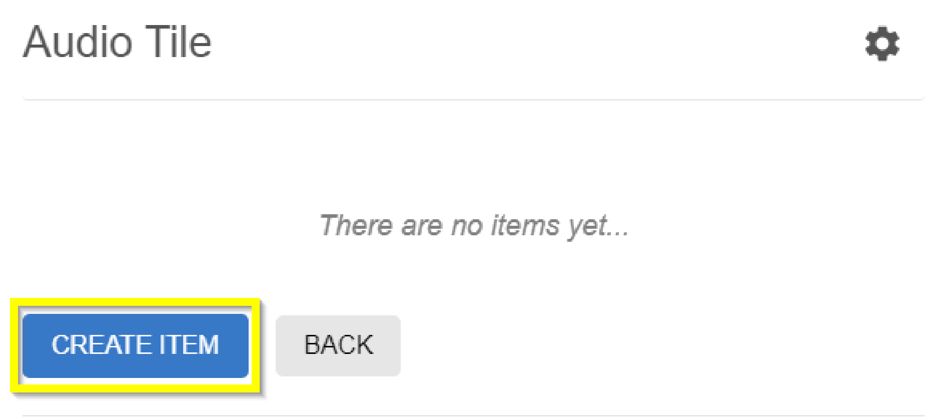
5. Select the **Branding colors** as required, for:



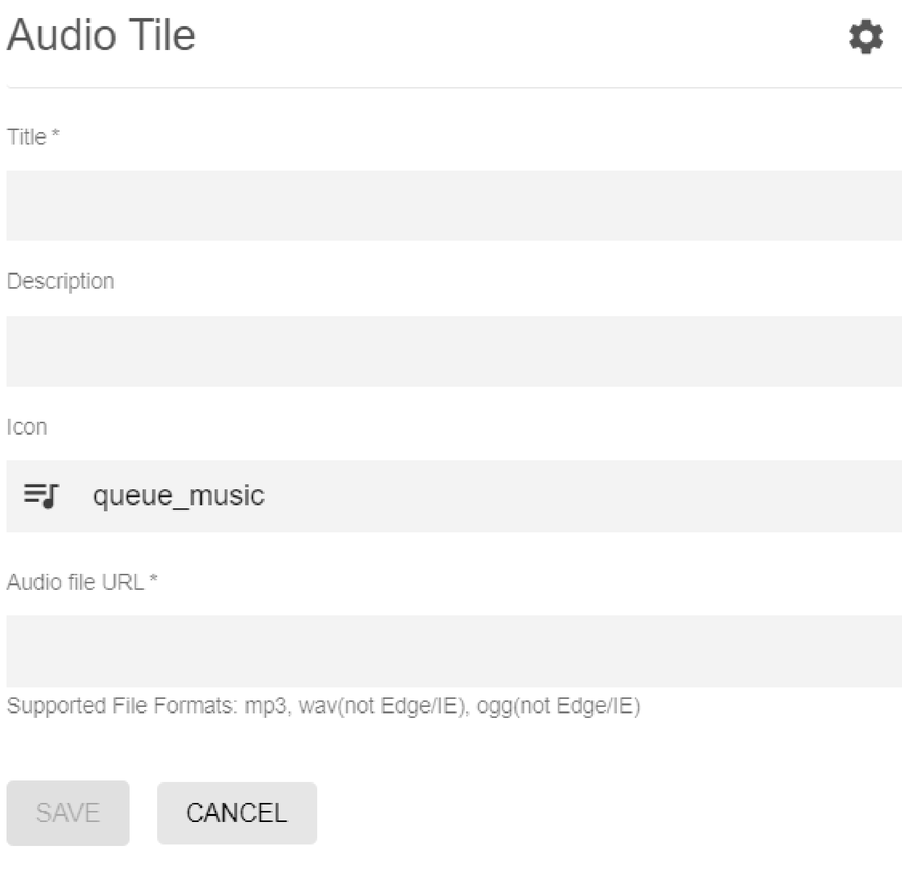
- (Player) Controls Color and (Player) Controls Hover Color
- Text Color of the audio track name
- (Playlist) Header Text Color
  - (Audio track) Row Hover Color

6. Click **Continue** to save the **Audio Settings**.

   Configuring **Audio Items** of Audio tile
7. Add, update, and delete audio tracks in the tile. To add an audio track, select **Create Item**.



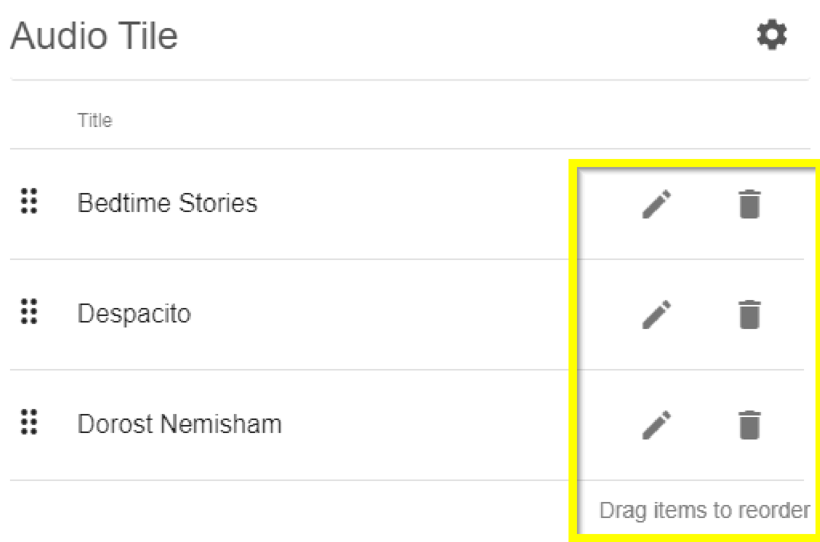
8. Provide the track details as appropriate:



Note: Supported audio file formats: mp3, wav (not Edge or Internet Explorer), ogg (not Edge or Internet Explorer).

Options	Description
Title	(Mandatory) Track title.
Description	Track description.
Icon	Track icon. Use the icon picker to select an icon.
Audio File URL	(Mandatory) URL of the track file.

9. To edit the audio tracks, use the pencil icon to edit it, trashcan-icon to delete it and drag the tracks configured to move them up/down the playlist.



10Click **Continue** to save the **Audio Settings**.

11Click **Save Tile Settings**.

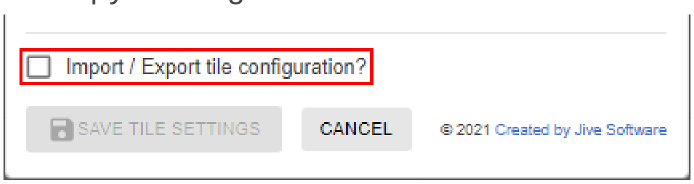
Audio tile is configured successfully.

Copying settings from another tile

Use the currently configured settings of a tile in another environment or instance by using the **Import / Export tile configuration?** option.

Note: The Export/Import feature is also a great way to save previous configurations as a backup.

To copy settings from another tile of the same type:



1. Open the tile from which you want to copy the settings.
2. Select **Import / Export tile configuration?** to copy the entire tile configuration.
3. On the instance where the tile is to be recreated, add a new tile of the same type and click **Import / Export tile configuration?**.
4. Delete the code displayed and paste the configuration data copied.
5. Click **Update configuration data** to save the settings.
6. Click **Save Tile Settings** to save all the configured settings.

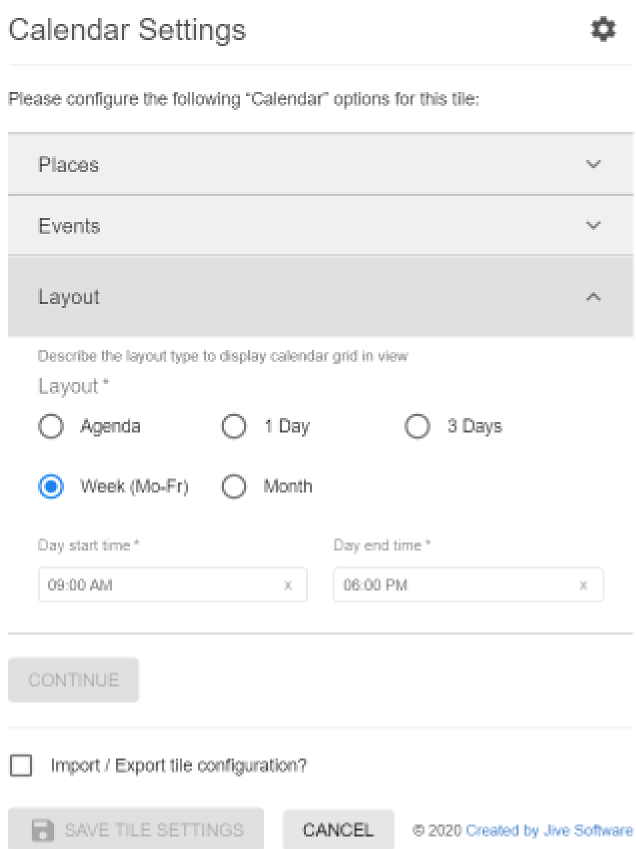
Calendar tile

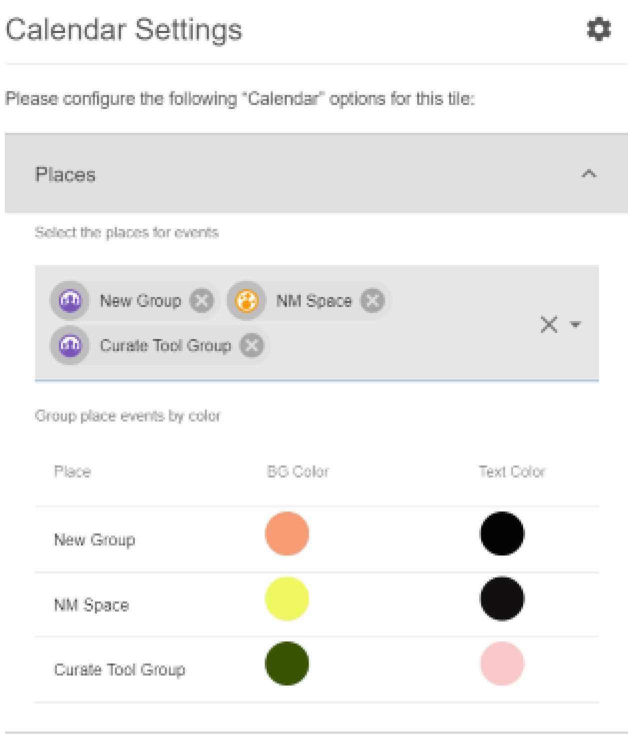
A user-friendly tile that displays Jive native events in various calendar layouts.

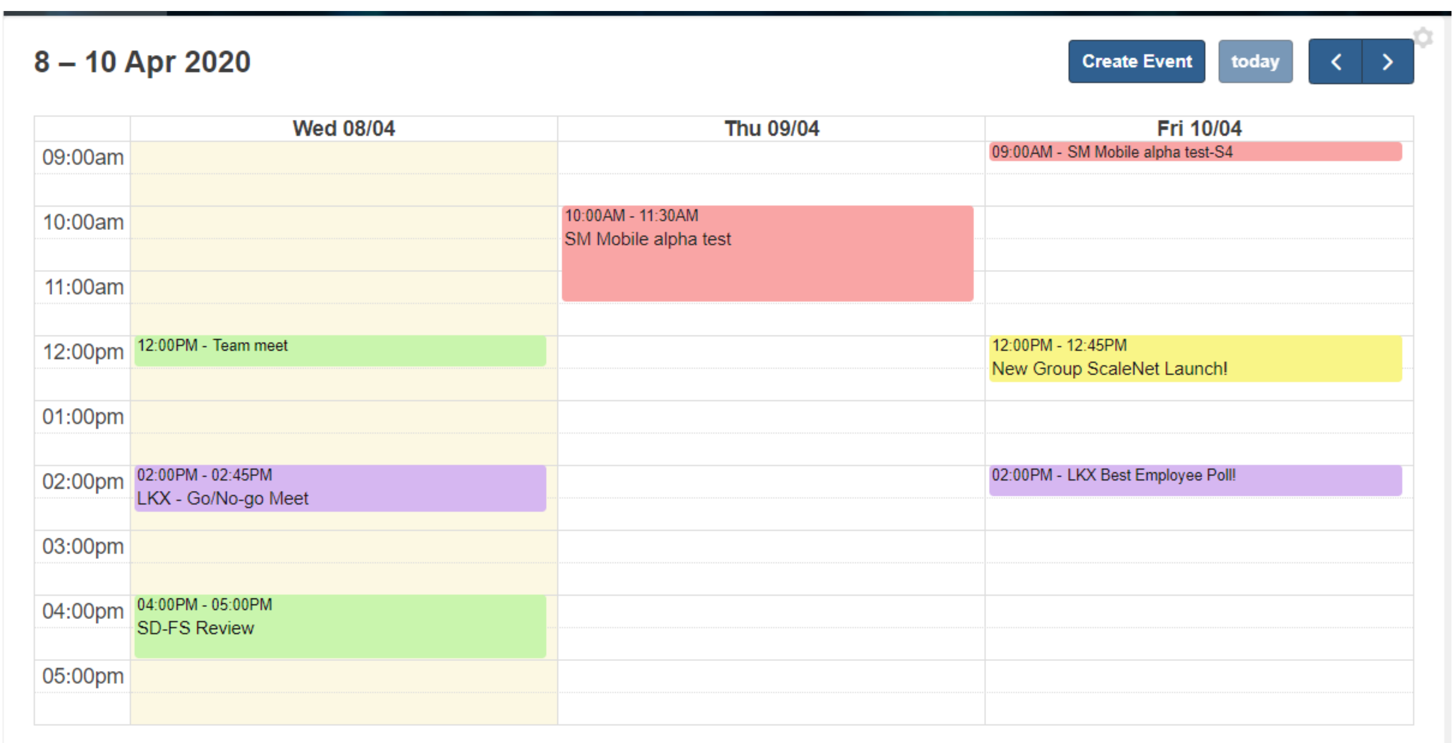
The Calendar tile can be configured to present events of one or more places. Apart from the standard events attributes (Title, Time, Organizer), other attributes can be displayed, such as Likes count, View count, and Comment count. The tile also offers different layout options, such as events to be displayed for current day, week, or month.

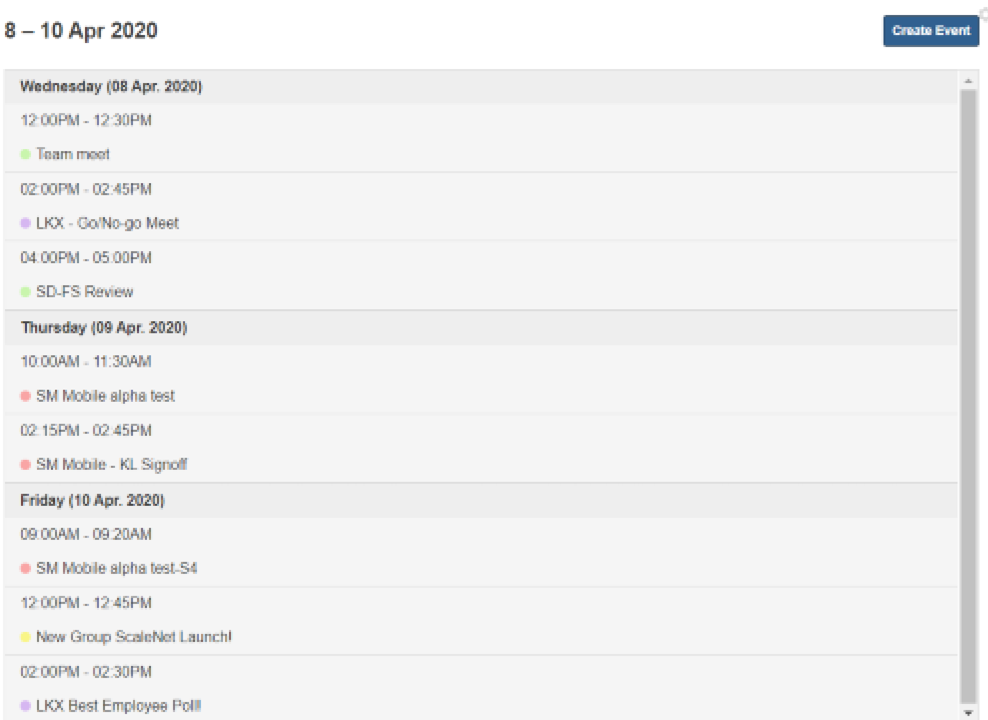
Calendar tile:

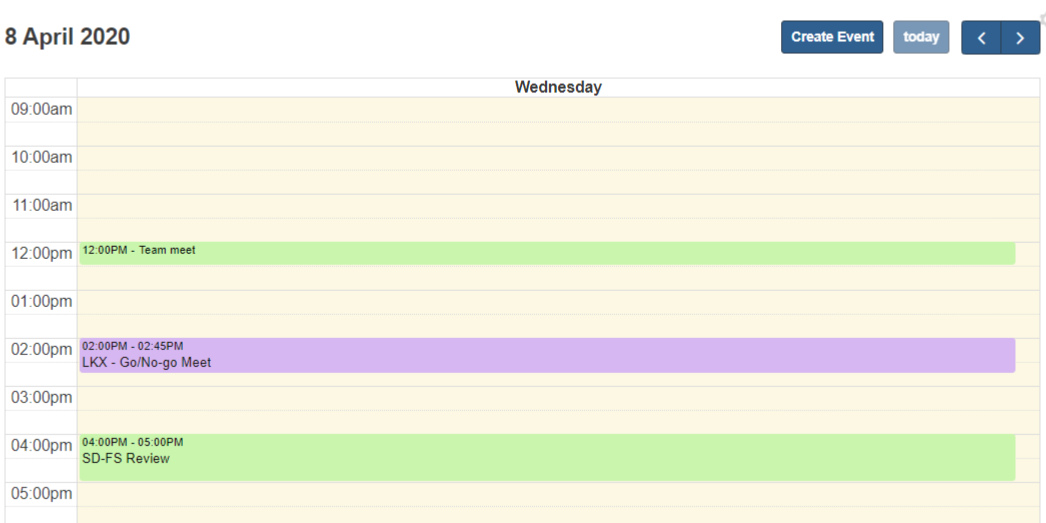
- Displays events in various layouts.
- Allows configuring meta data of events.
- Allows creating new events from the tile.




Calendar Settings
Please configure the following "Calendar" options for this tile:
Places
Select the places for events
New Group
NM Space
Curate Tool Group
Group place events by color
Place
BG Color
Text Color
New Group
NM Space
Curate Tool Group


8 – 10 Apr 2020
Create Event
today
Wed 08/04
Thu 09/04
Fri 10/04
09:00am
10:00am
11:00am
12:00pm
01:00pm
02:00pm
03:00pm
04:00pm
05:00pm
09:00AM - SM Mobile alpha test-S4
10:00AM - 11:30AM
SM Mobile alpha test
12:00PM - Team meet
12:00PM - 12:45PM
New Group ScaleNet Launch!
02:00PM - 02:45PM
LKX - Go/No-go Meet
02:00PM - LKX Best Employee Poll!
04:00PM - 05:00PM
SD-FS Review





Installing Calendar Tile add-on

Calendar Tile is installed from the Add-ons page.

Fastpath: **User interface: Your avatar** > **Add-ons**

A user must have at least Manage System permissions to install add-ons.

1. In the user interface, click on your avatar in the upper-right corner, and then select **Add-ons** to open the Add-ons page.
2. On the **Add-ons** tab, select **All Add-ons** on the right, and then select **Available** at the center of the page to see all available add-ons.
3. Find **Calendar Tile** in the list and click **Install** next to it.

4. In the **Confirm Install** box, select if the add-on should be visible to all users:
    - Clicking **Install now** makes it available for all community users immediately.
    - Clicking **Preview** makes it available only to you. After you have verified the setup, you will need to make the add-on available to other community users.
5. To verify that the add-on is installed, go to **Add-ons** tab, then select **All Add-ons** > **Installed** and find the add-on in the list.

The Calendar Tile add-on is installed.

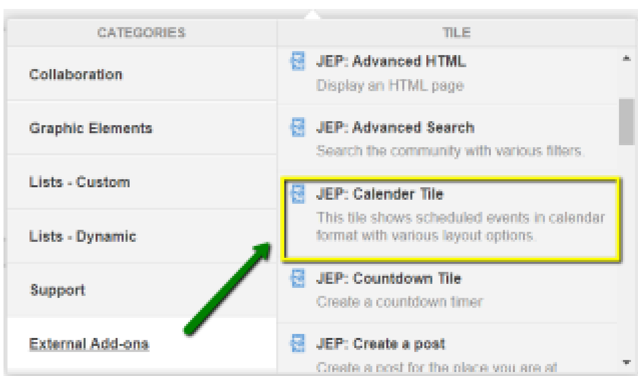
Creating Calendar tiles

Here you can find details on adding and configuring Calendar tiles.

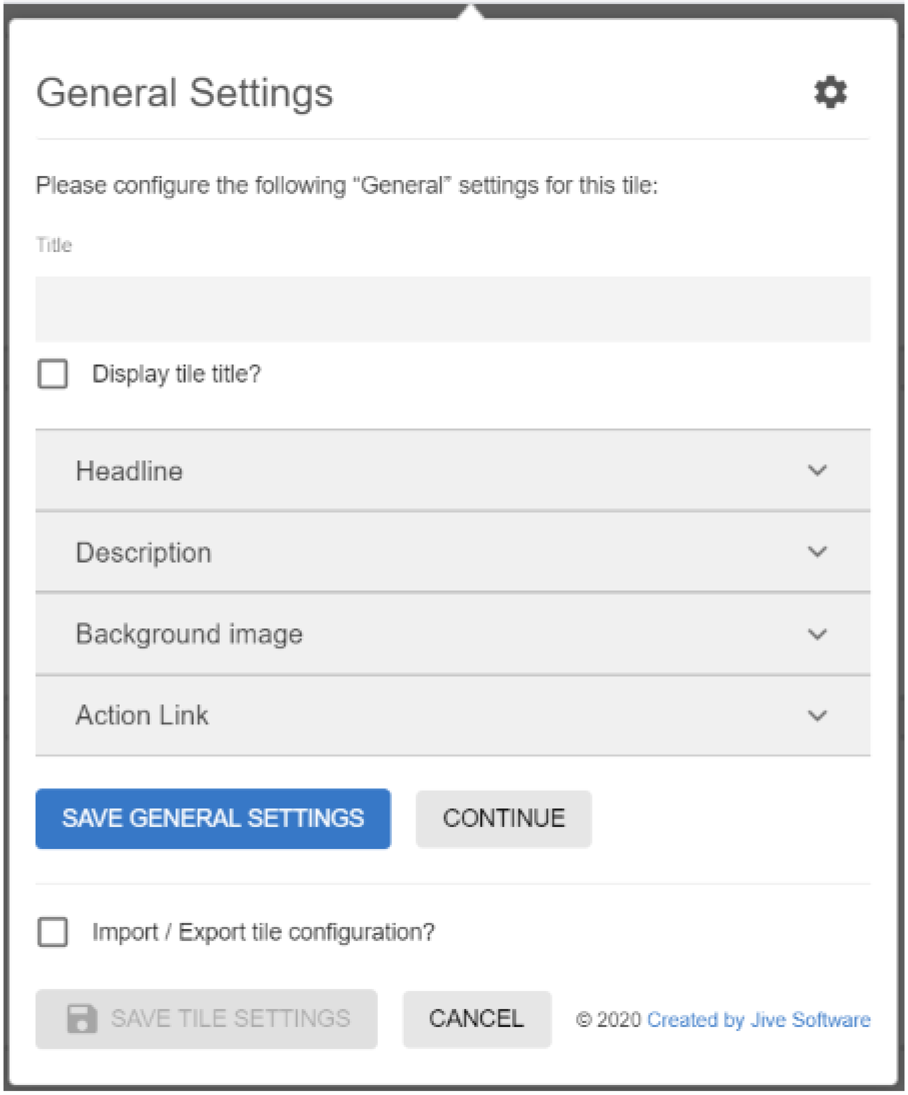
Adding Calendar tile

To add the tile to the page:

1. Go to the place where you want to add a new tile.
2. Open the relevant Activity or Custom page and edit it.
3. Click **Add a tile**.
4. Under **Categories**, select **External Add-ons**, then select **JEP: Calendar Tile** under **Tiles**.



The tile is added to the page and you need to configure it. You can configure the tile anew or, if you already have similar tiles, copy the settings from another tile.



Configuring General Settings

To set up general tile settings:

1. Select **Gear Icon** > **General settings** .
2. Configure the general settings. For the detailed instructions, see General Settings of JEP tiles on page 162.
3. Click **Save Tile Settings**.

Configuring Visibility Rules

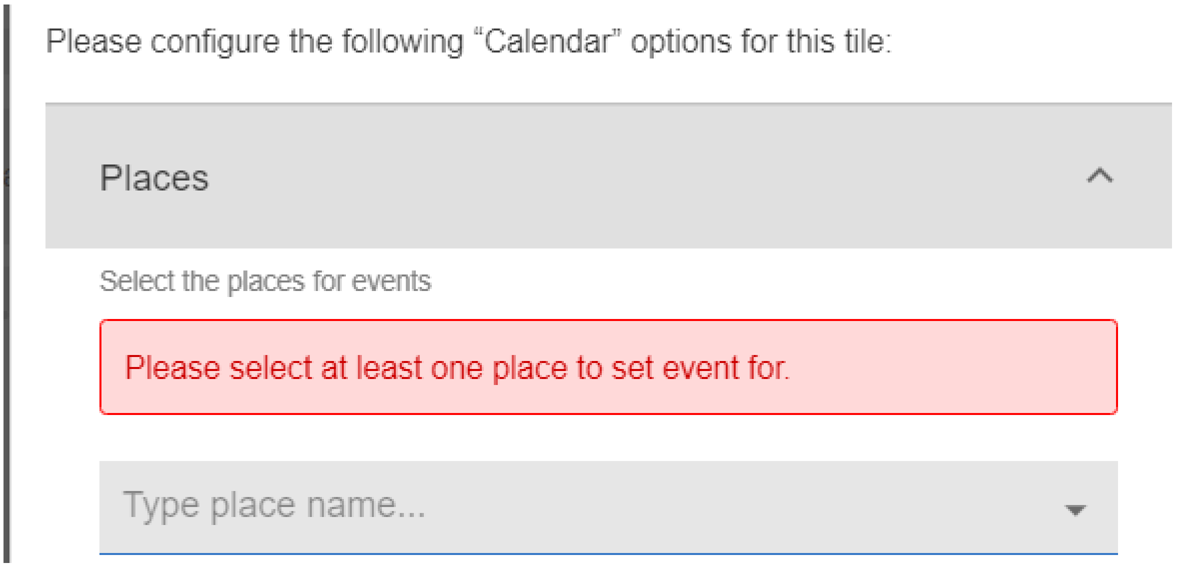
To set up general tile settings:

1. Select **Gear Icon** > **Visibility Rules** .
2. Configure a new visibility rule or select an existing one. For the detailed instructions on creating new rules, see Visibility Rules of JEP tiles on page 157.
3. Click **Save Tile Settings**.

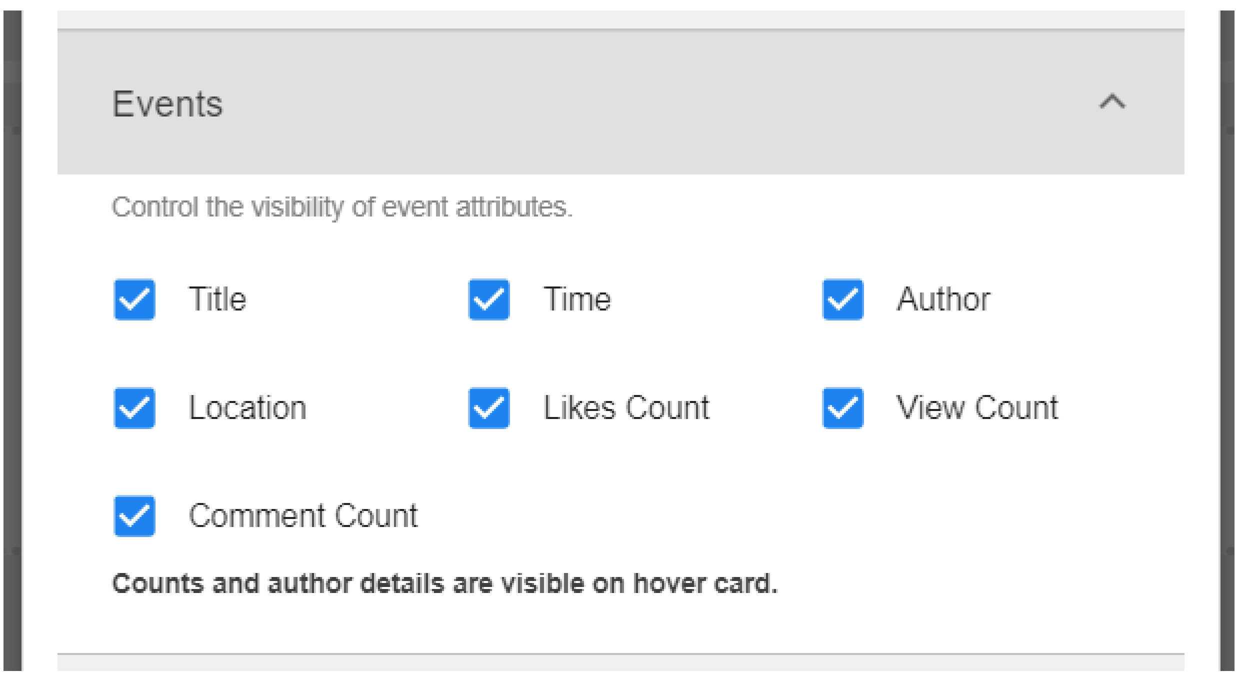
Configuring Calendar tile-specific settings

To configure settings specific to Calendar tiles:

1. Click **the gear icon** > **Calendar Tile Settings** .
2. Enter the **Place(s)** to set the events.

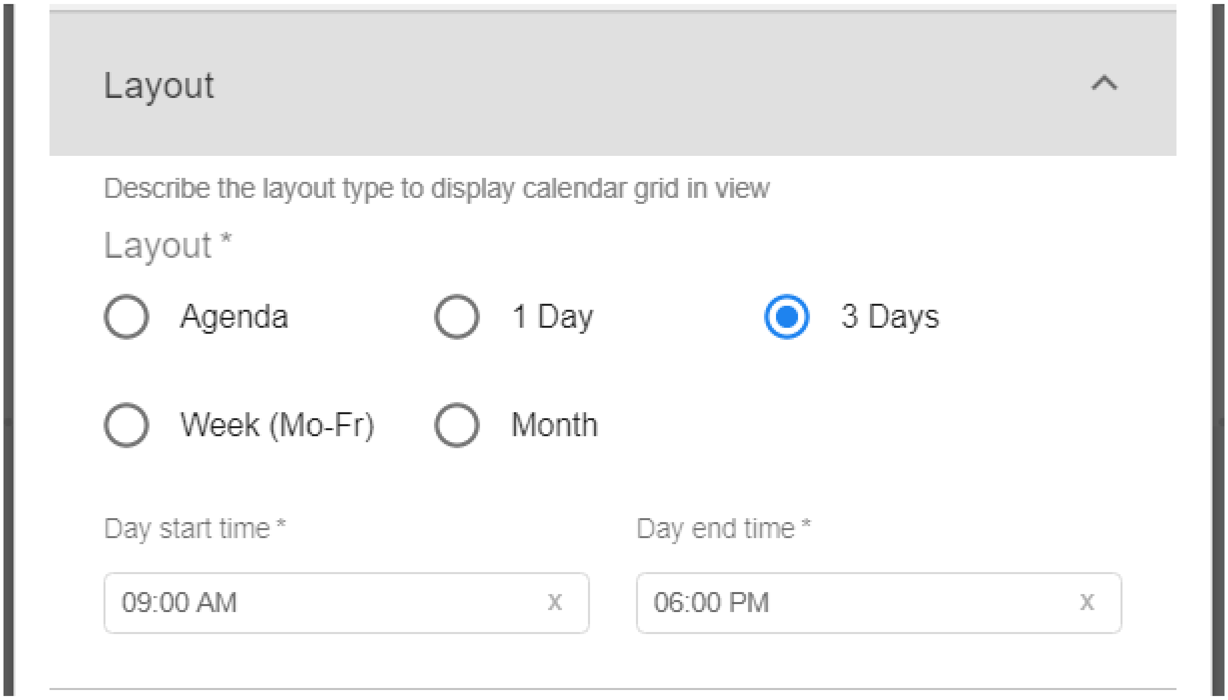


3. Select the **Event** attributes to be displayed for an event:



An event can be distinguished by the following attributes: Title, Time, Author, Location, Likes Count, View Count, and Comment Count.

4. Describe the **Layout** to be displayed when the configuration of the tile is rendered:



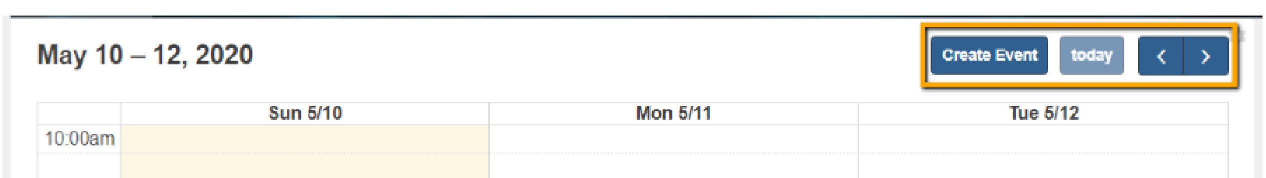
- **Agenda**: Select the maximum number of events to be displayed from the dropdown values - 1, 3, 5, 10, 25
- **1 Day** (Today), with event start/end times
- **3 Days** (Today + 2 days), with event start/end times
- **Week** (Monday to Friday), with event start/end times
- **Month**

To set the display hours, select the **Day start time** and **Day end time** using the time picker.

5. Select **Continue** to save the settings.
6. Click **Save Tile Settings**.

Calendar tile is configured successfully.

After the tile is rendered, you can use the options on the upper right to browse events: **Create Event**, display events for **Today**, browse events for days previously or in future **< >**.

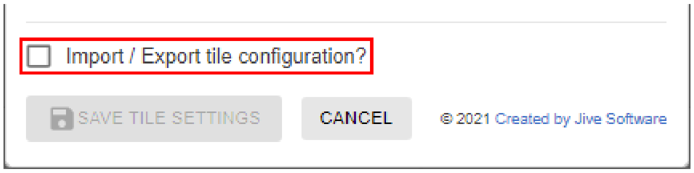


Copying settings from another tile

Use the currently configured settings of a tile in another environment or instance by using the **Import / Export tile configuration?** option.

Note: The Export/Import feature is also a great way to save previous configurations as a backup.

To copy settings from another tile of the same type:

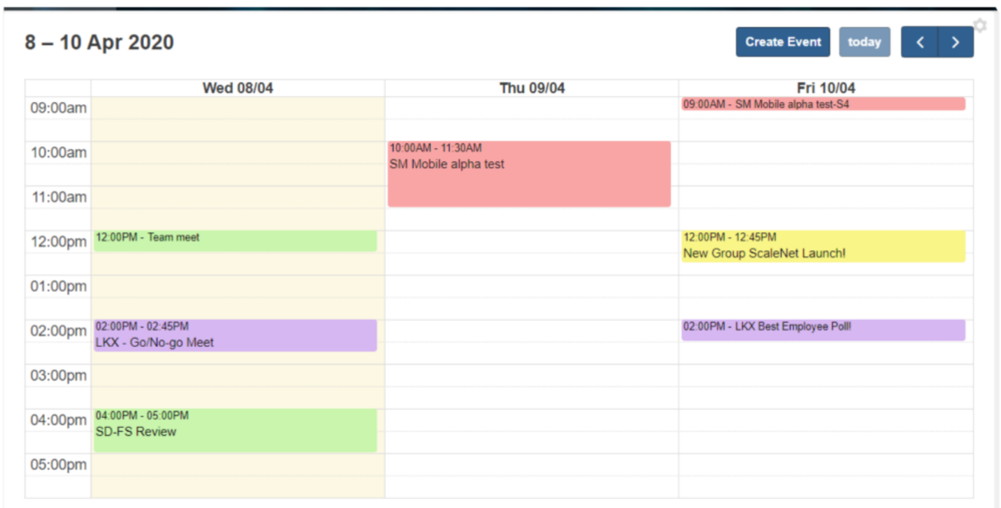


Select **Import / Export tile configuration?** to copy or paste the entire tile configuration to another tile of the same type.

An example of Calendar tile

An Calendar may look like this.

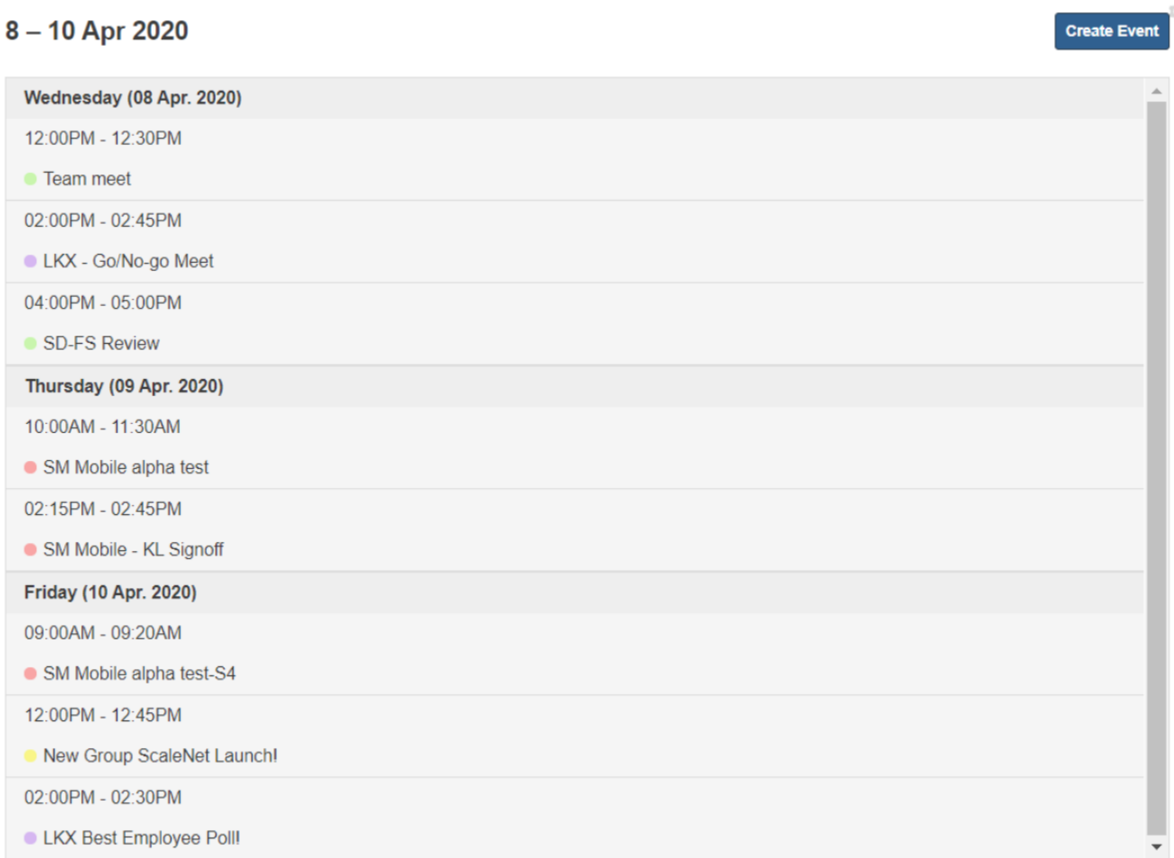
Example of Calendar tile with 3 Days layout



Calendar Settings:

- Select various places with text color Black and different background colors
- **Event**: All attributes selected
- **Layout**: 3 Days

Example of Calendar tile with Agenda layout



Calendar Settings:

- Select various places with text color Black and different background colors
- **Event**: All attributes selected
- **Layout**: Agenda

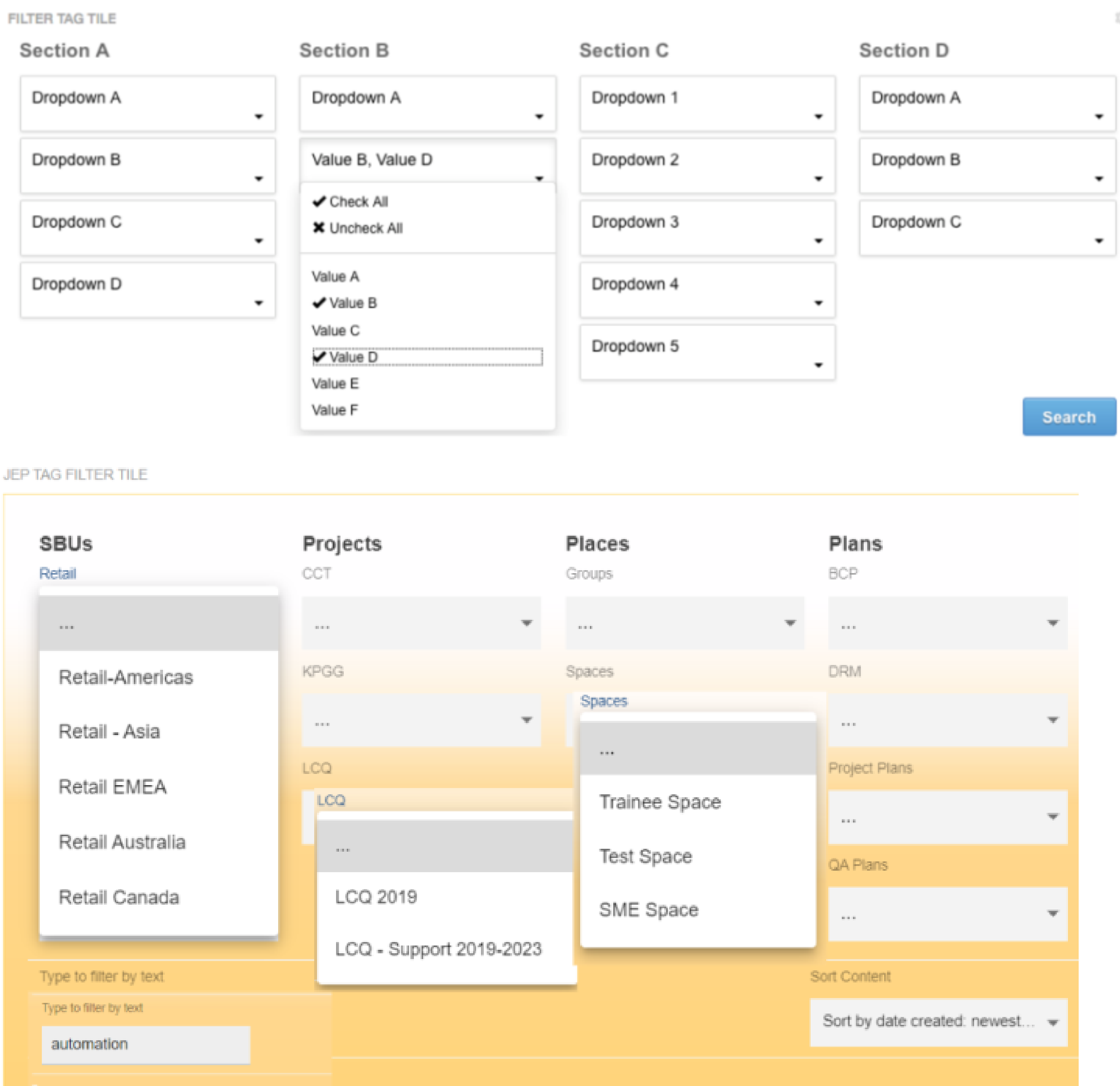
Content Filter tile

This tile enhances search functionality via a multi-select feature that enables you to customize multiple sections each having various drop-down (search) values.

Each value corresponds to on or more tags, based on which the search results are displayed. Moreover, the search feature can be configured for specific places or globally in the entire community and the results can be chronologically displayed in different sorting sequences.

Content Filter tile:

- Has fully adaptable sections and drop-downs (multi-select)
- Allows assigning of each value to one or more tags
- Returns results that are searched based on drop-down value (tag) selection



Installing Content Filter Tile add-on

Content Filter Tile is installed from the Add-ons page.

Fastpath: User interface: Your avatar > Add-ons

A user must have at least Manage System permissions to install add-ons.

1. In the user interface, click on your avatar in the upper-right corner, and then select **Add-ons** to open the Add-ons page.
2. On the **Add-ons** tab, select **All Add-ons** on the right, and then select **Available** at the center of the page to see all available add-ons.
3. Find **Content Filter Tile** in the list and click **Install** next to it.
4. In the **Confirm Install** box, select if the add-on should be visible to all users:
   - Clicking **Install now** makes it available for all community users immediately.

- Clicking **Preview** makes it available only to you. After you have verified the setup, you will need to make the add-on available to other community users.

5. To verify that the add-on is installed, go to **Add-ons** tab, then select **All Add-ons** > **Installed** and find the add-on in the list.

The Content Filter Tile add-on is installed.

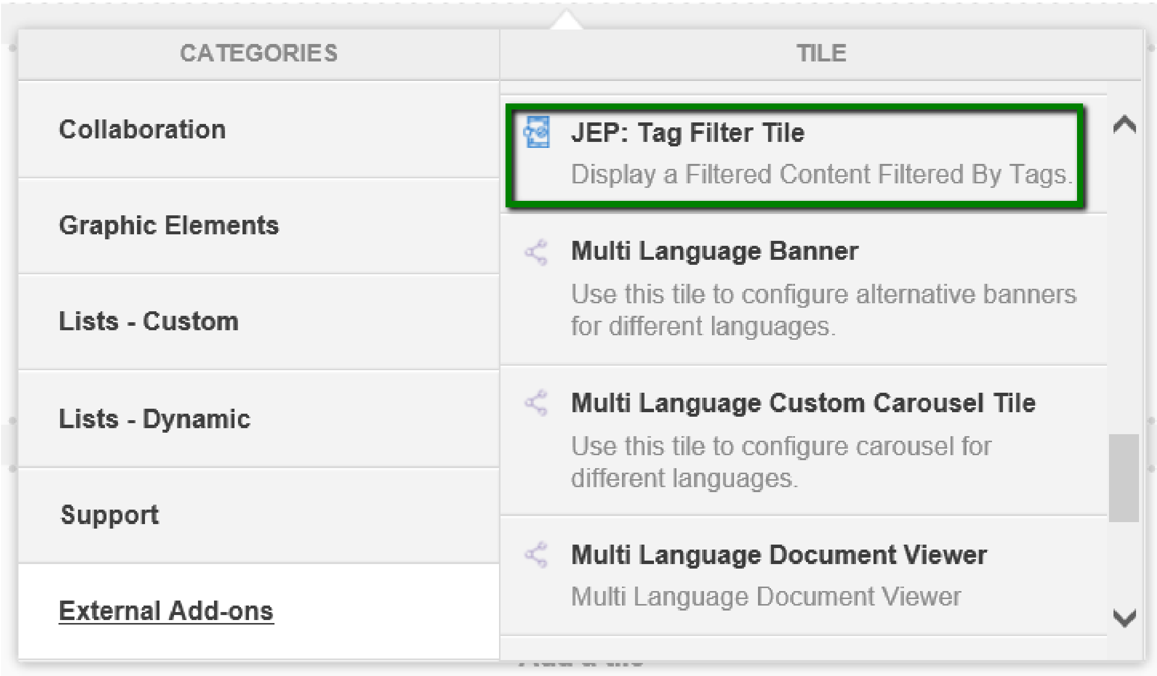
Creating Content Filter tiles

Here you can find details on adding and configuring Content Filter tiles.

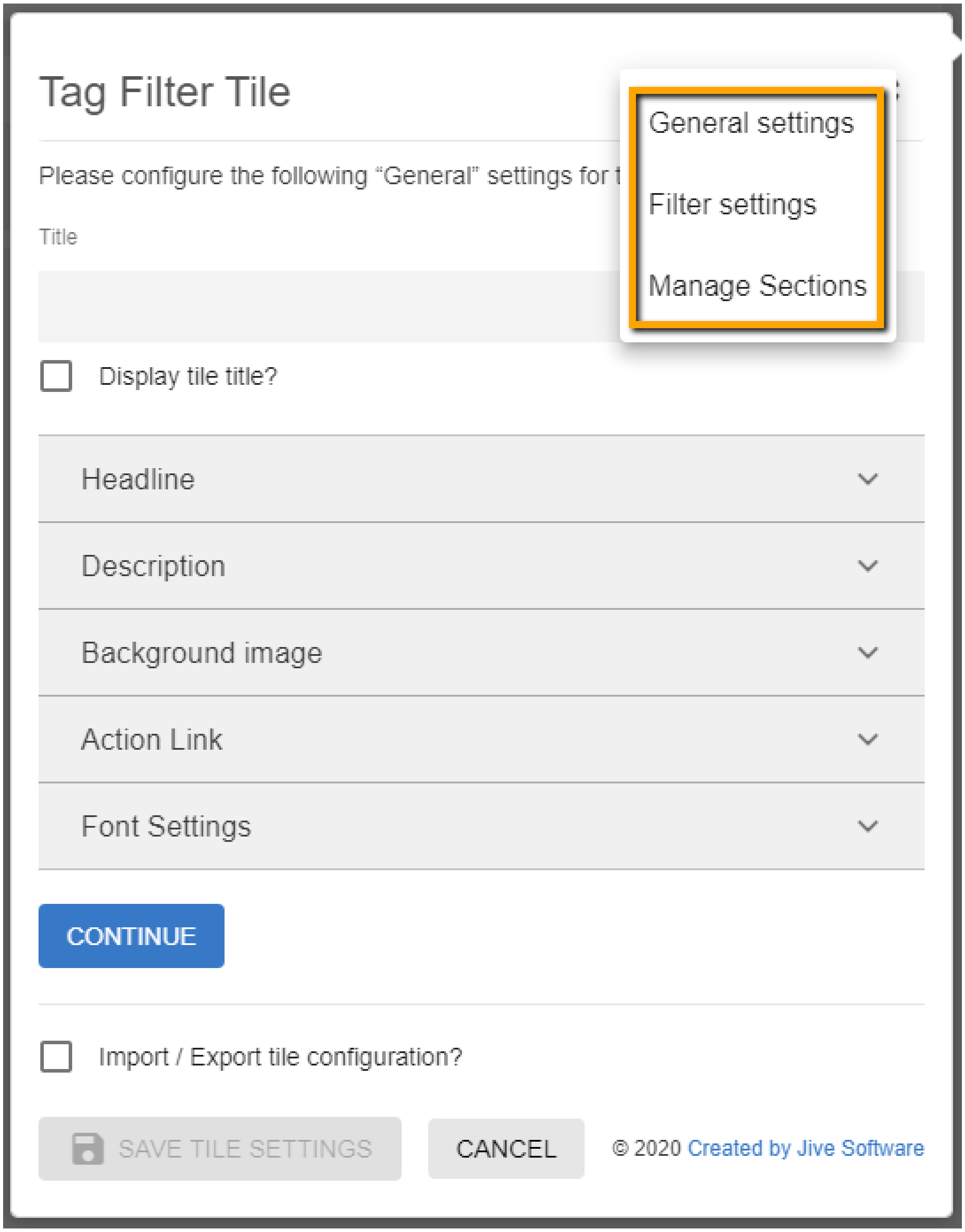
Adding Content Filter tile

To add the tile to the page:

1. Go to the place where you want to add a new tile.
2. Open the relevant Activity or Custom page and edit it.
3. Click **Add a tile**.
4. Under **Categories**, select **External Add-ons**, then select **JEP: Content Filter Tile** under **Tiles**.



The tile is added to the page and you need to configure it. You can configure the tile anew or, if you already have similar tiles, copy the settings from another tile.



Configuring General Settings

To set up general tile settings:

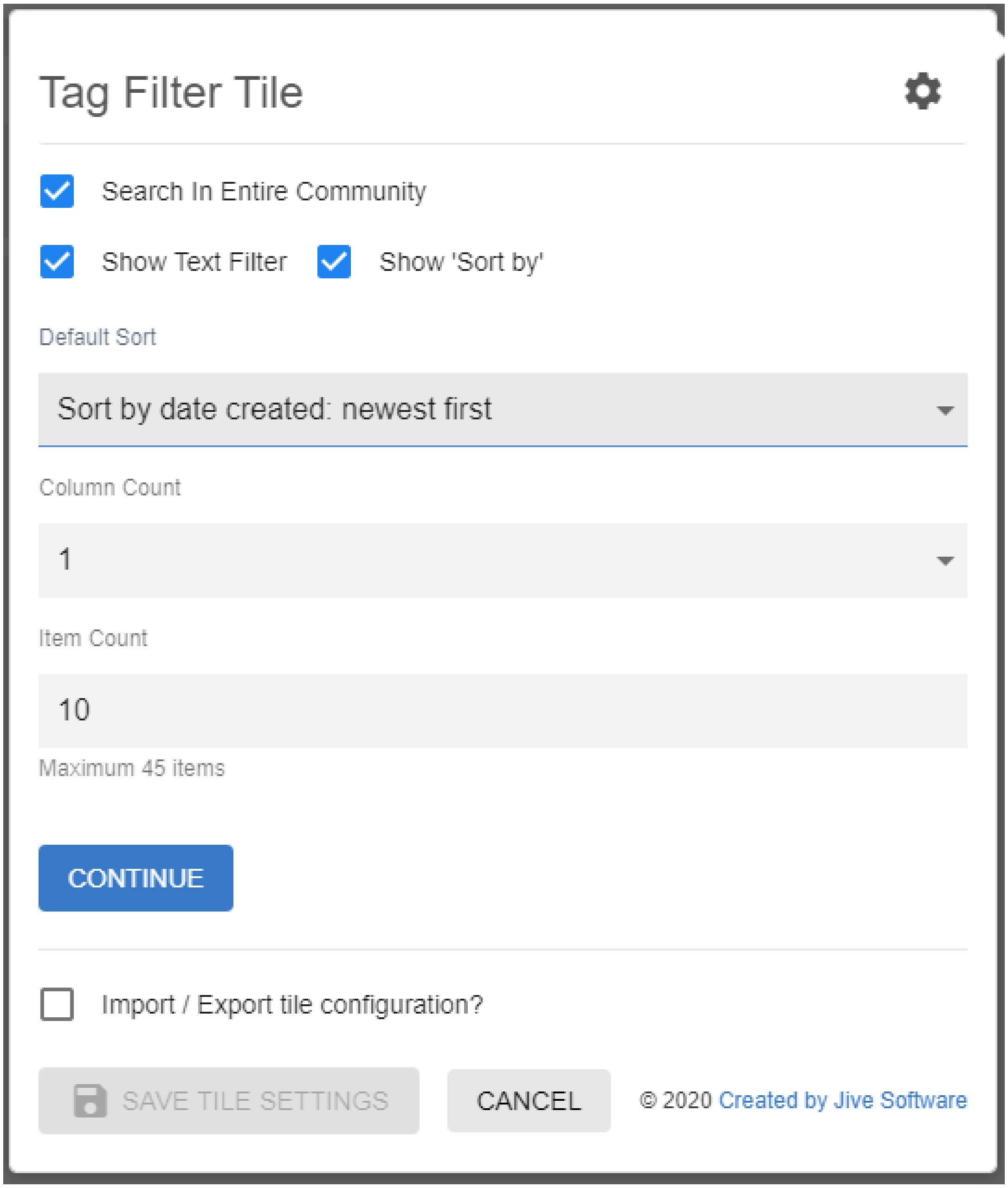
1. Select **Gear Icon** > **General settings** .
2. Configure the general settings. For the detailed instructions, see General Settings of JEP tiles on page 162.
3. Click **Save Tile Settings**.

Configuring Content Filter tile-specific settings

To configure settings specific to Content Filter tiles:

Configuring **Filter Settings** of Content Filter tile

1. Click **the gear icon** > **Filter Settings** .



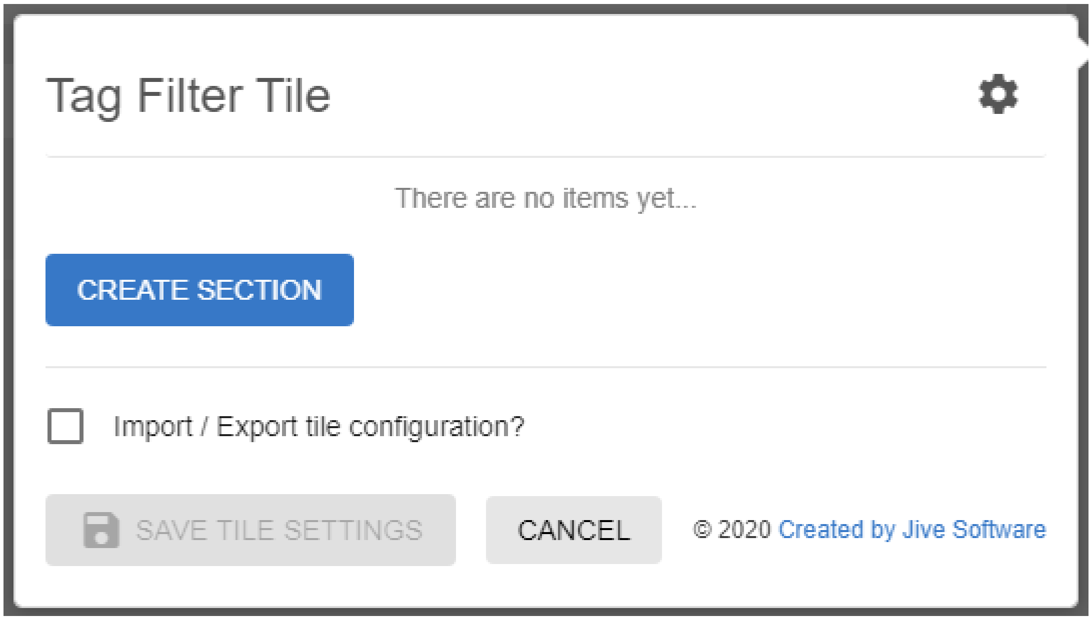
2. Enable **Search in the Entire Community**; else the search will default to the current place.
3. Enable or disable the Text Filter.
4. Enable the Sort feature - **Show 'Sort' by**.
5. Select the **Default Sort** - sort by Date, Activity, or Title.

6. Select the **Column Count** to be displayed in the search results (1-3).
7. Specifying the **Item Count**, that is, the number of search items to be displayed in the search results.
8. Click **Continue** to move to the next screen.

   Configuring **Manage Sections** of Content Filter tile

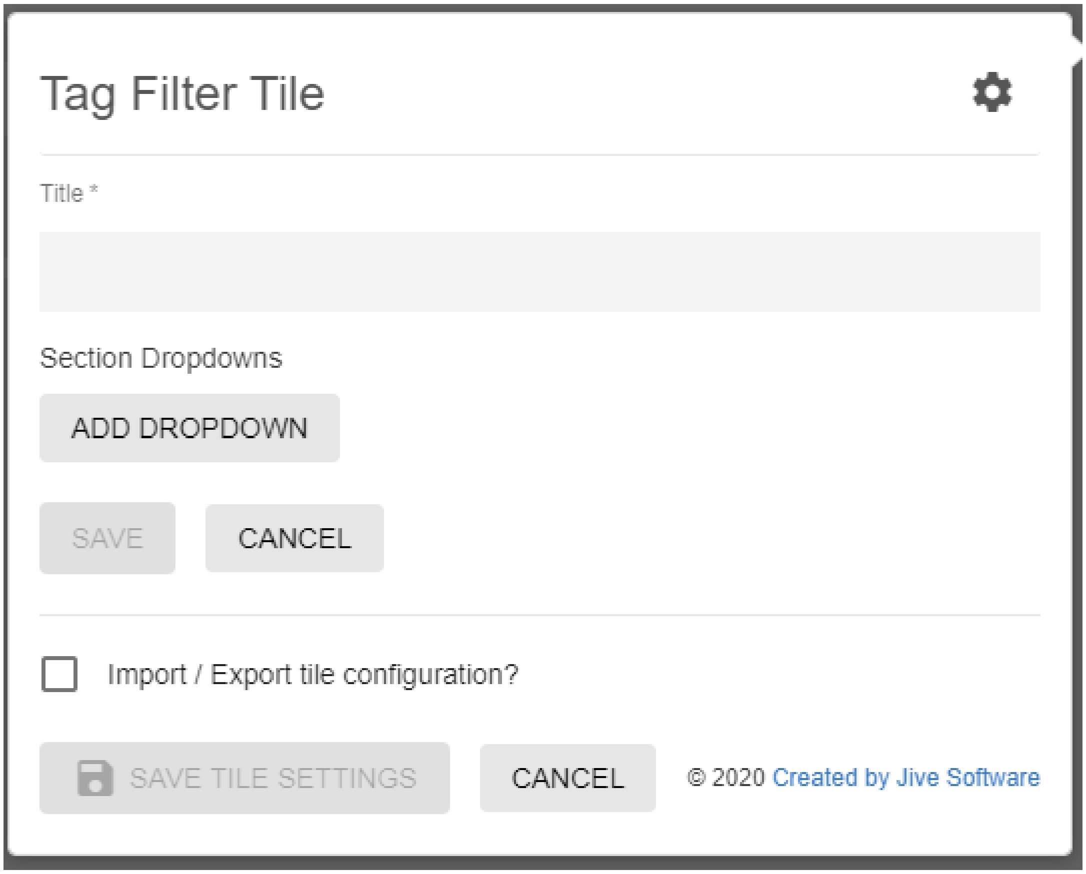
9.

10Click **the gear icon** > **Manage Sections** .

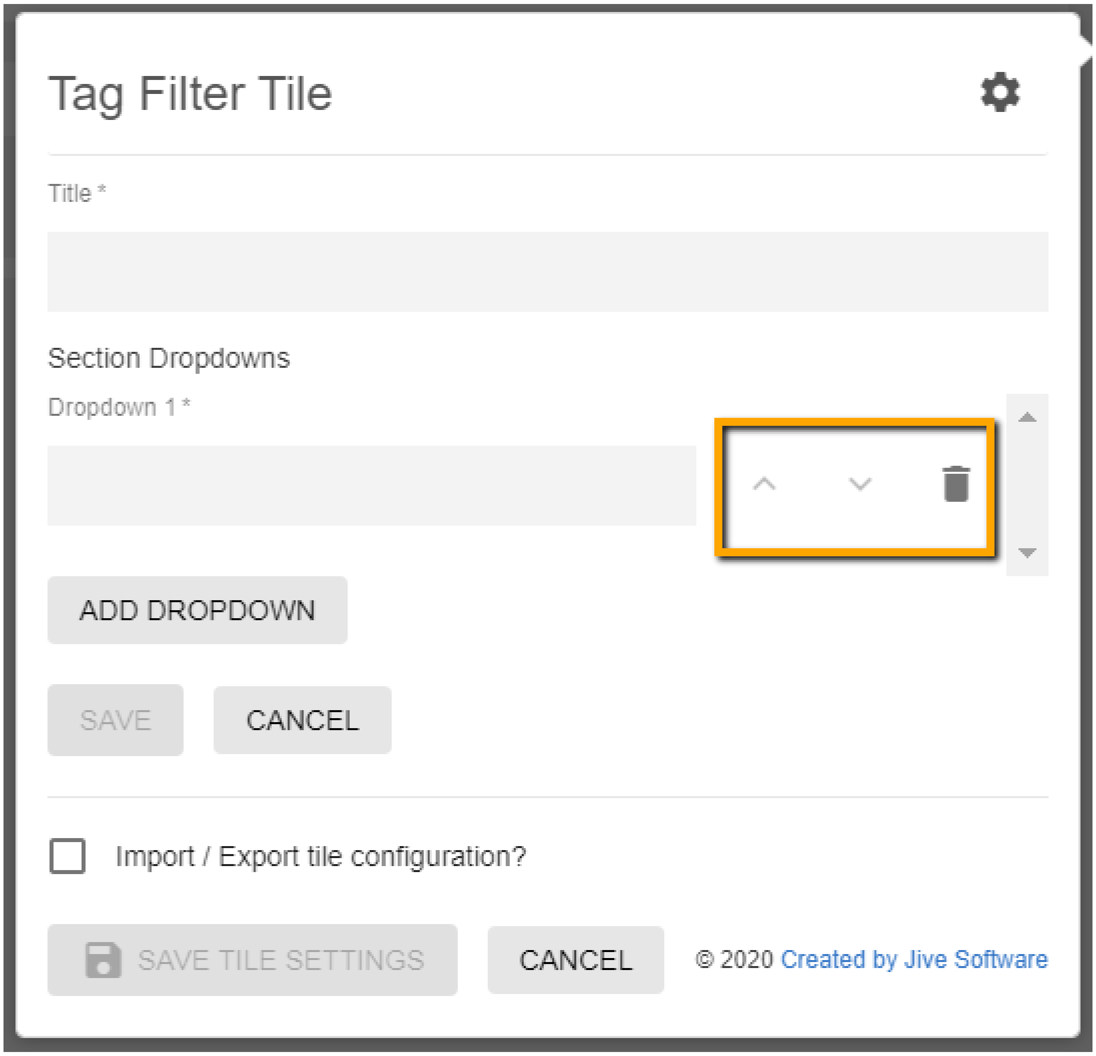


11Click **Create Section** to create multiple sections to group the respective drop-down filters.

12In the **Create Section** screen, do the following:

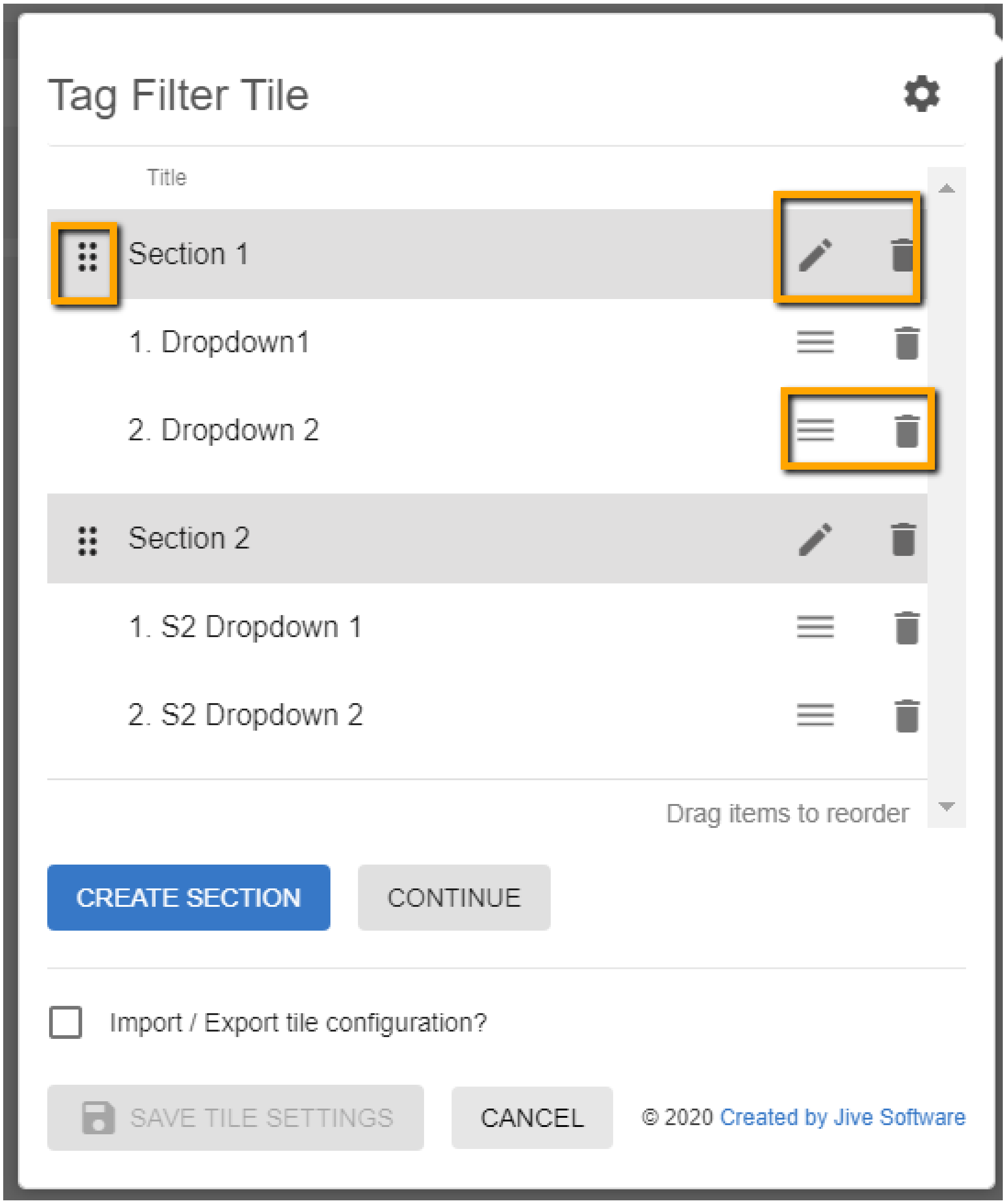


a) Enter the section **Title**.
b) Click **Add Dropdown** to add the list of drop-down values.
c) Use the **^** and **v** drop-down values to rearrange the drop-down values within a defined section.



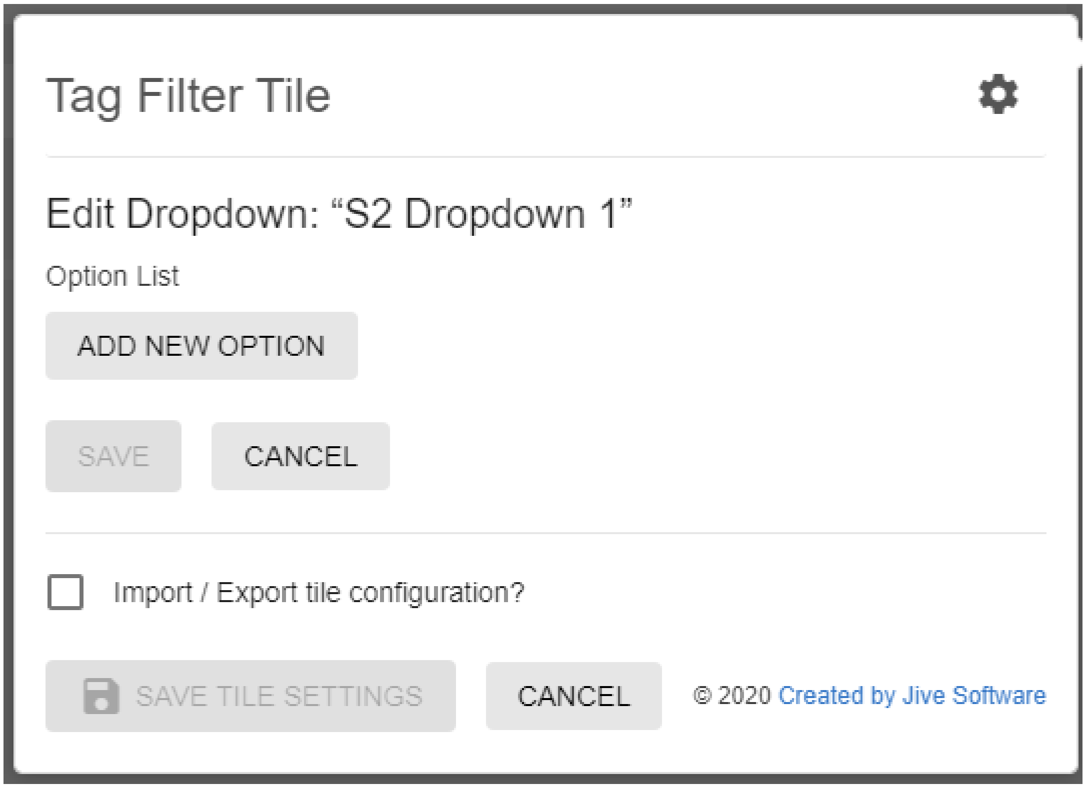
d) Repeat these steps to add as many section titles with their drop-down values as required.
e) Click **Save**, which is enabled after at least one section is configured, to save the section settings.

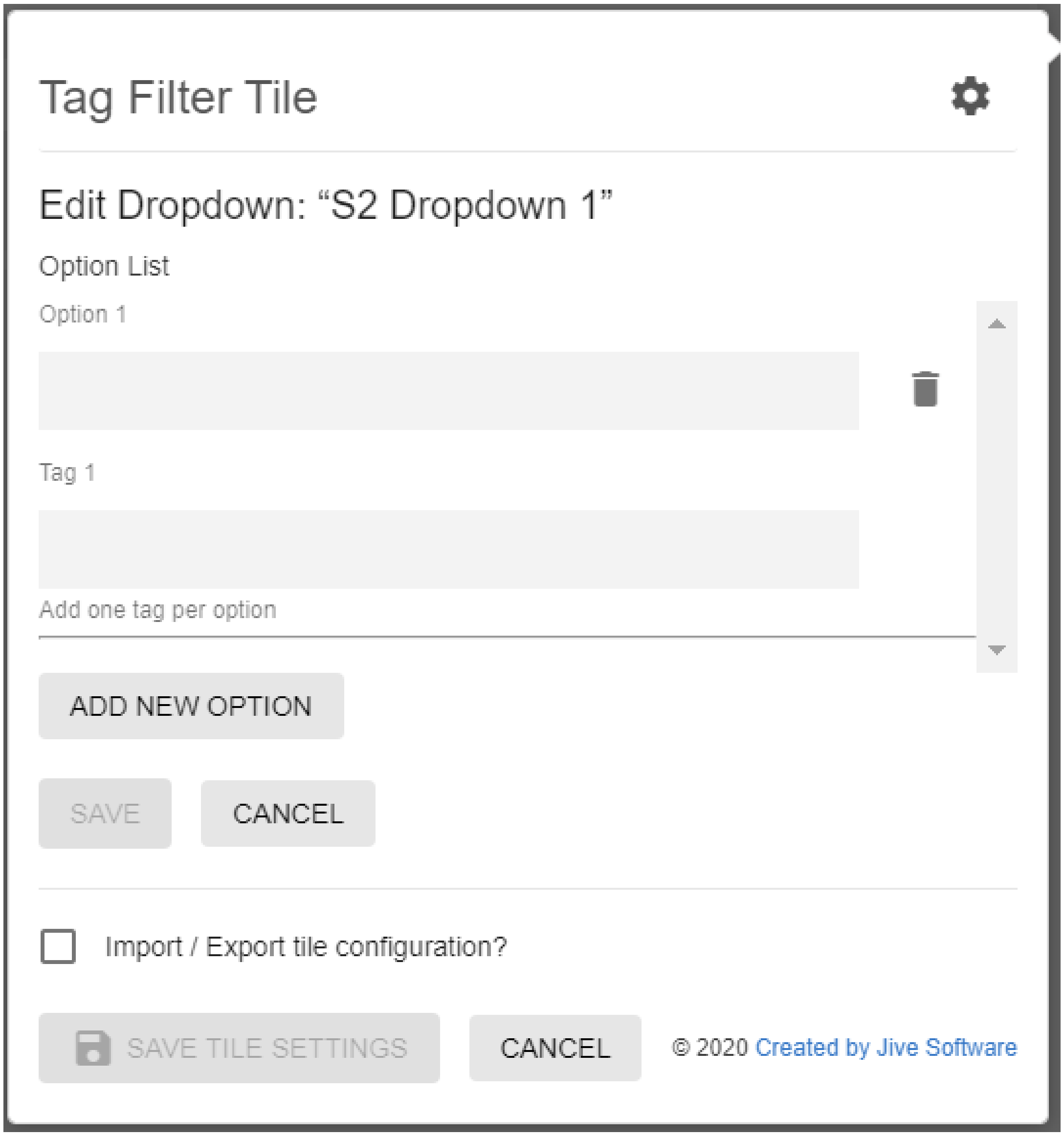
13. In the next screen, the sections configured can be managed as follows:



a) Edit the section configurations using the pencil icon.
b) Delete the section configuration using the trash can icon.
c) Rearrange the sections along with the dropdowns by dragging the items appropriately.

14 Click on the 3-horizontal-lines-icon beside the dropdown row to further configure the Dropdowns.


Tag Filter Tile
Edit Dropdown: “S2 Dropdown 1”
Option List
ADD NEW OPTION
SAVE
CANCEL
Import / Export tile configuration?
SAVE TILE SETTINGS
CANCEL
© 2020 Created by Jive Software



a) The **Edit** option is displayed, where the options and tag values for dropdowns can be added by selecting **Add New Option**.
b) Provide the description for Option 1, along with the Tag 1 value in the subsequent screen.
c) Continue to create as many Options with Tags as required.
d) Click **Save**, which is enabled after at least one option is configured, to save the options settings.

15. Verify the Content Filter Tile screen to ensure that the configurations are completed successfully.
16. Click **Save Tile Settings**.

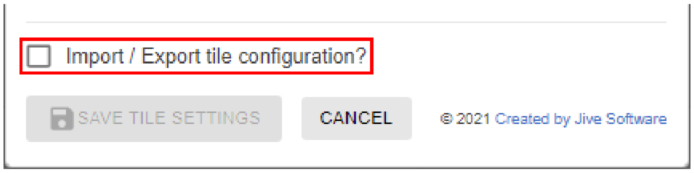
Content Filter tile is configured successfully.

Copying settings from another tile

Use the currently configured settings of a tile in another environment or instance by using the **Import / Export tile configuration?** option.

Note: The Export/Import feature is also a great way to save previous configurations as a backup.

To copy settings from another tile of the same type:

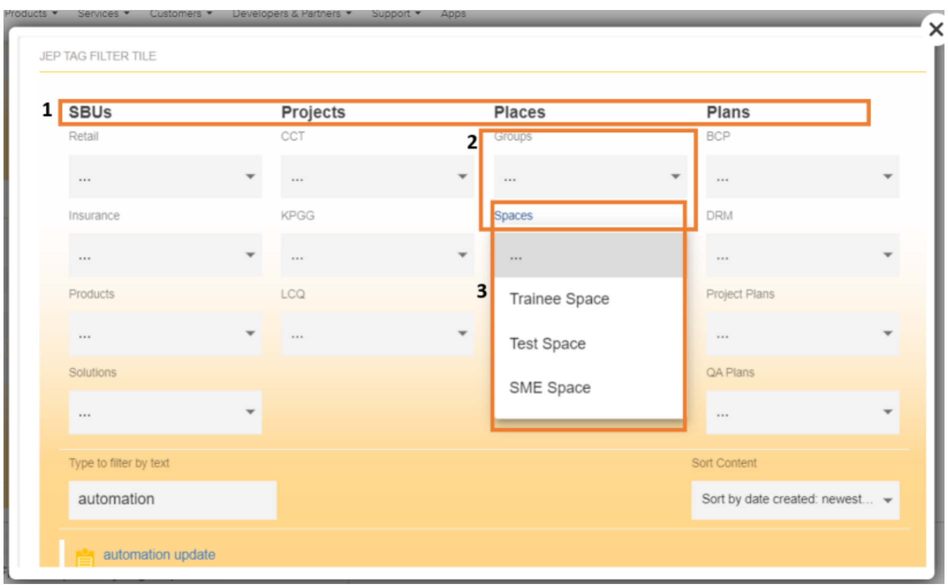


Select **Import / Export tile configuration?** to copy or paste the entire tile configuration to another tile of the same type.

An example of Content Filter tile

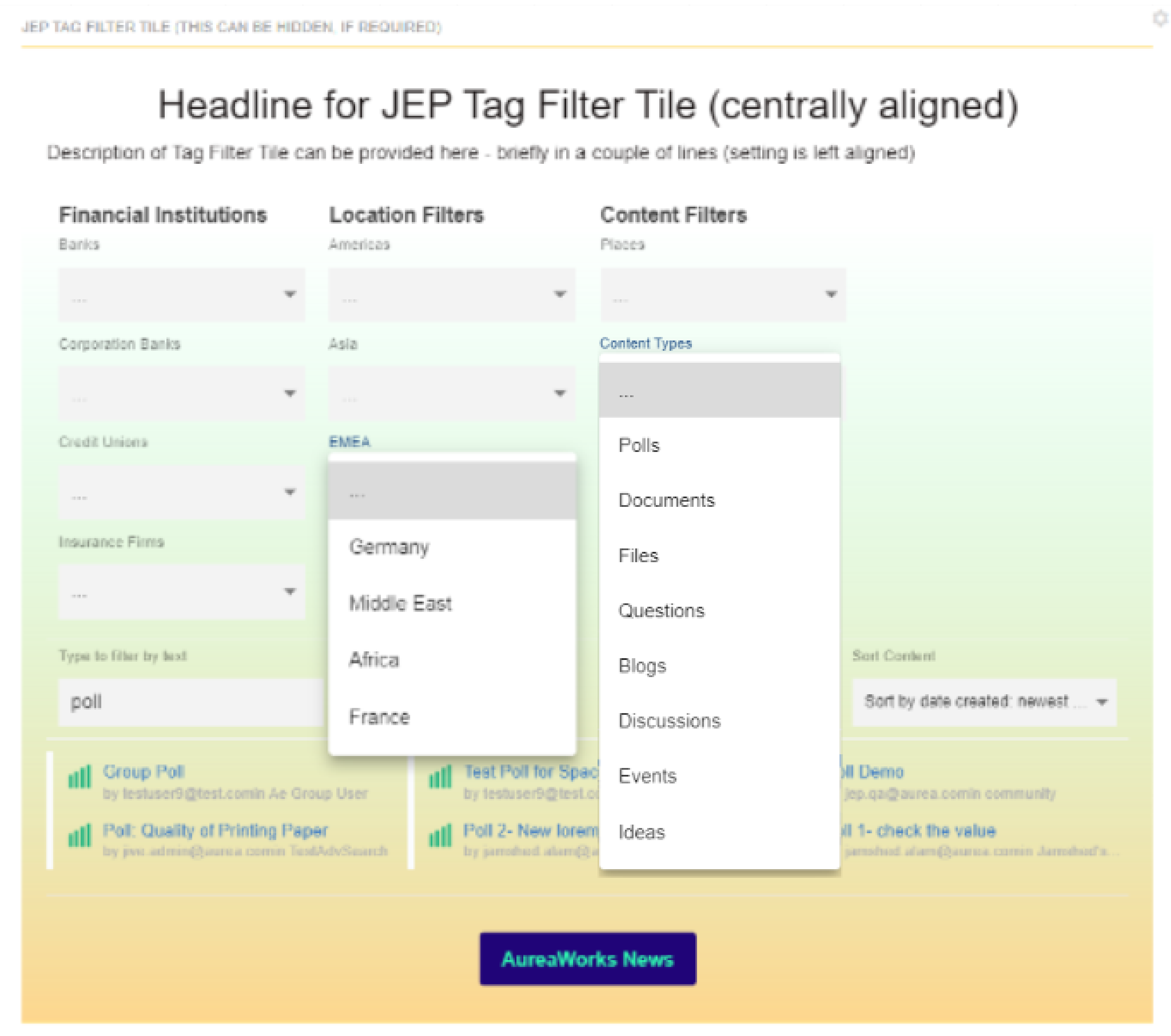
An Content Filter may look like this.

Example 1

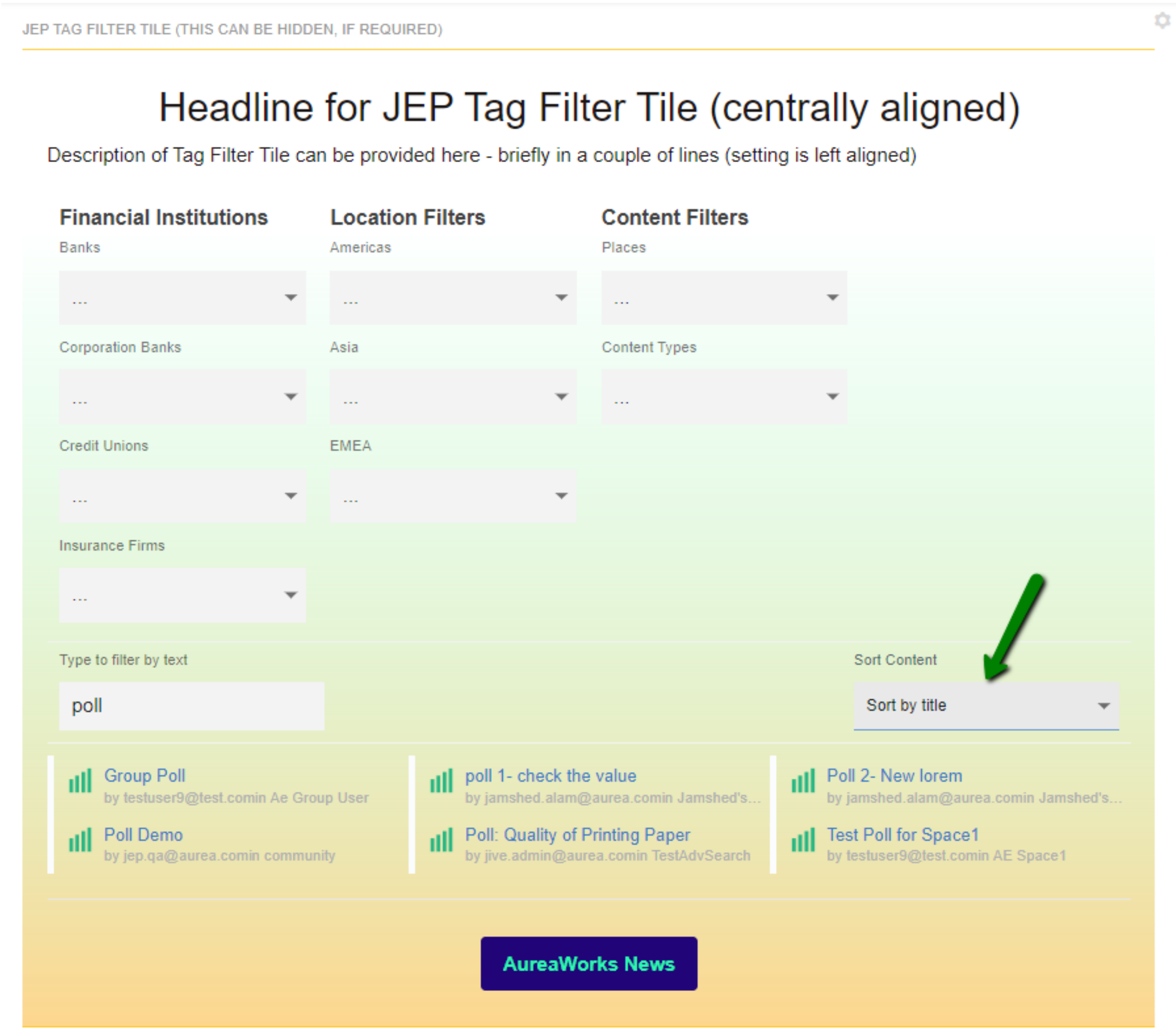


1. **Sections** configured are: SBUs, Projects, Places, Plans
2. In (Section) Places: Groups and Spaces are configured as dropdown values
3. (Dropdown) Spaces is configured with Trainee Space, Test Space, and SME Space configured as Option value

Example 2

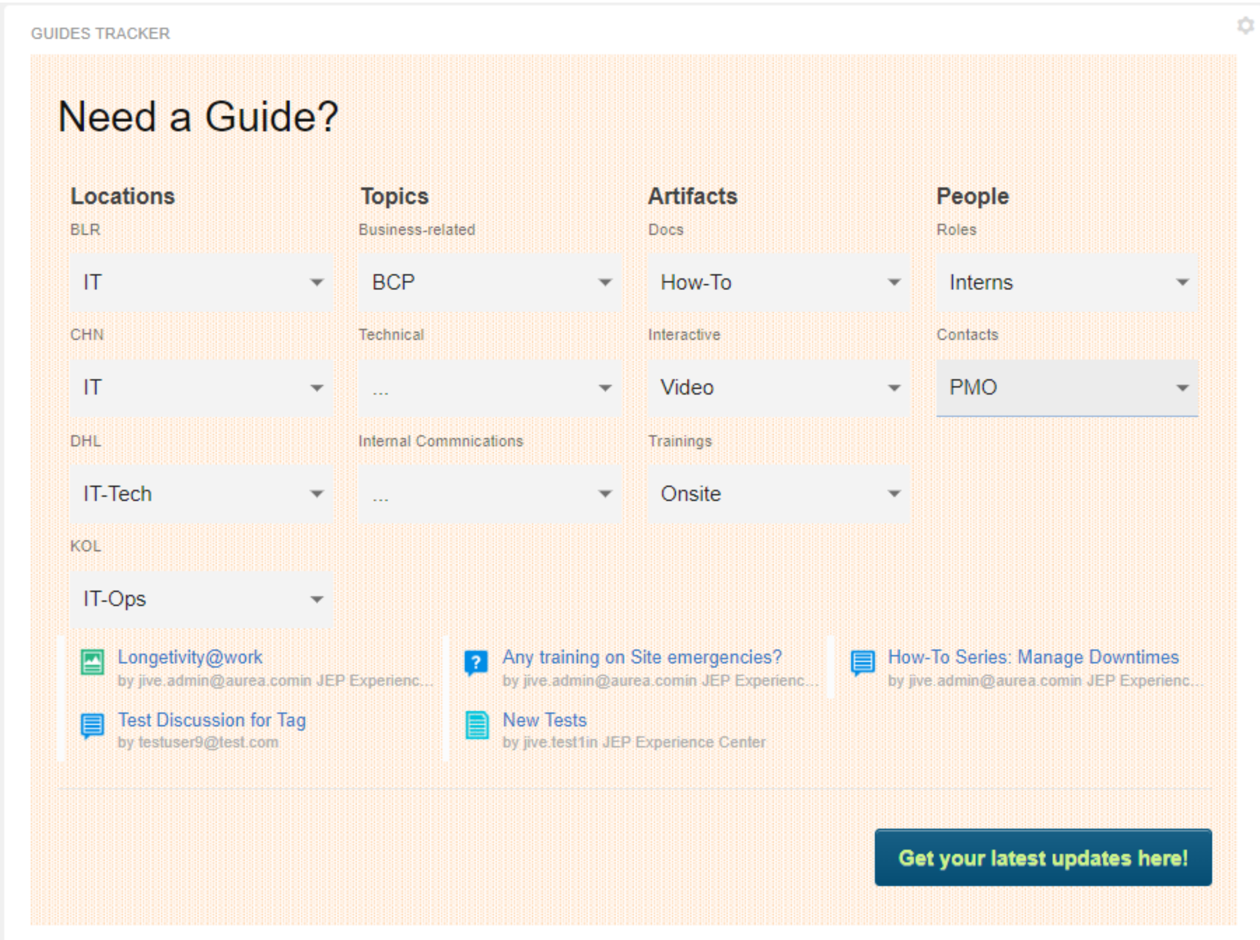


1. **Sections** configured are: Financial Institutions, Location Filters, Content Filters
2. In (Section) Location Filters: Americas, Asia, EMEA are configured as dropdown values
3. In the Dropdown EMEA: Germany, Middle East, Africa, and France are configured as Option values
4. Search is filtered by text "poll", and the results are shown in three columns.
   - Column Count = 3
   - Item Count = 6



In this case, the search results are additionally rearranged by: Sort Content option: Sort by Title.

Example 3



The Tag Filter here displays search results based on multi-select dropdown values in each section (Location, Topics, Artifacts and People).

In the Filter Settings, the following were disabled:

- Search in Entire Community (so the tag-related search is restricted to current Place)
- Search by Text (so the tag-related search is subject to the tags matching the **Sections** > **Dropdowns** > **Options** > **Tag value**)
- Show 'Sort by' (so search results are not auto-sorted)

The results are shown in three columns:

- Column Count = 3
- Item Count = 6

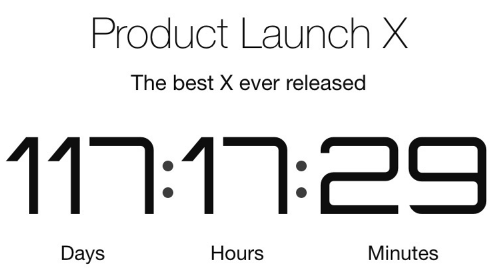
Note: Multi-select values are connected with the AND operator.

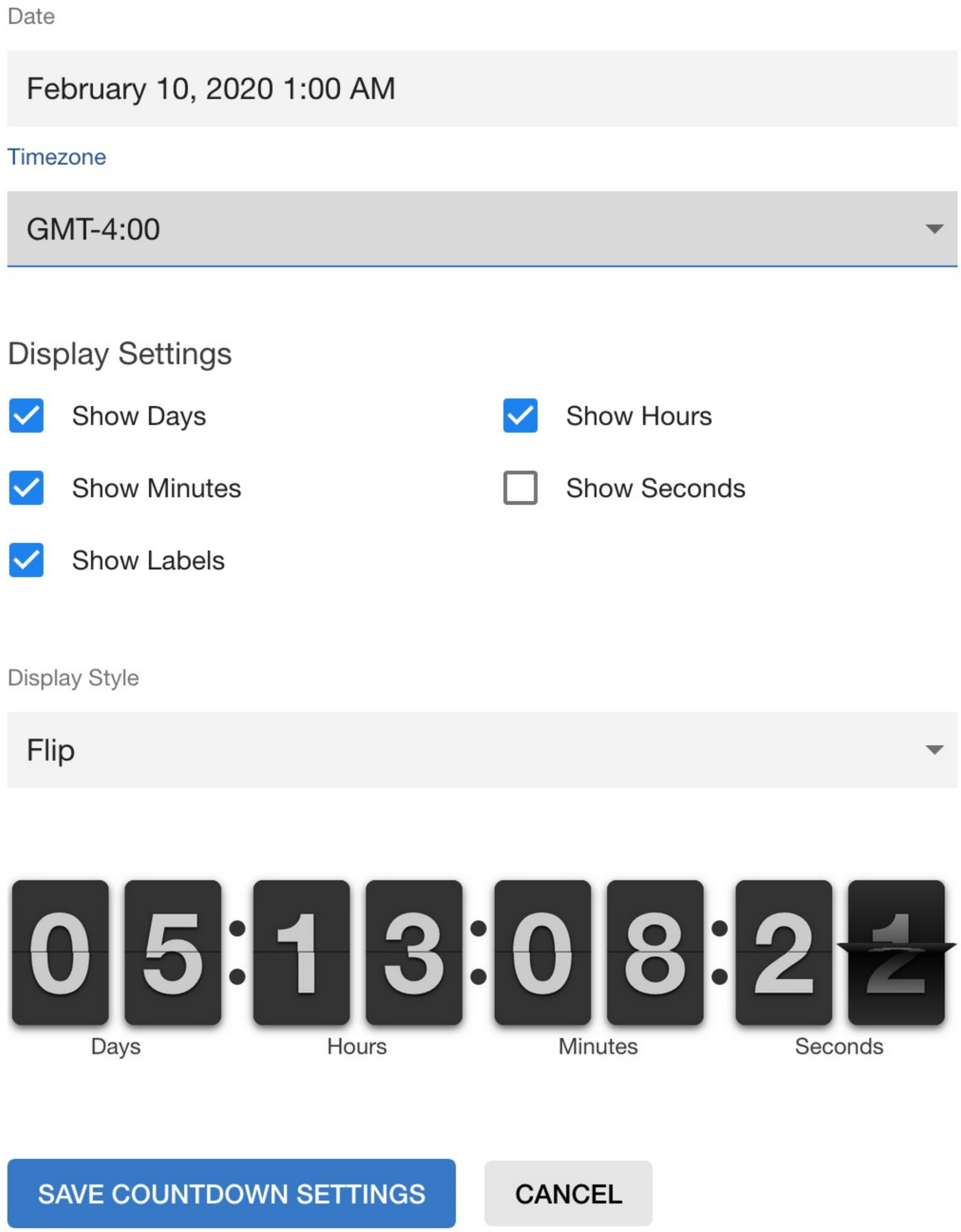
Countdown tile

Simple Tile that displays a configurable countdown in various styles.

Countdown tile:

- Comes in three different styles
- Has various configurations
- Is easy to use





Installing Countdown Tile add-on

Countdown Tile is installed from the Add-ons page.

Fastpath: **User interface: Your avatar > Add-ons**

A user must have at least Manage System permissions to install add-ons.

1. In the user interface, click on your avatar in the upper-right corner, and then select **Add-ons** to open the Add-ons page.
2. On the **Add-ons** tab, select **All Add-ons** on the right, and then select **Available** at the center of the page to see all available add-ons.
3. Find **Countdown Tile** in the list and click **Install** next to it.
4. In the **Confirm Install** box, select if the add-on should be visible to all users:
    - Clicking **Install now** makes it available for all community users immediately.
    - Clicking **Preview** makes it available only to you. After you have verified the setup, you will need to make the add-on available to other community users.
5. To verify that the add-on is installed, go to **Add-ons** tab, then select **All Add-ons** > **Installed** and find the add-on in the list.

The Countdown Tile add-on is installed.

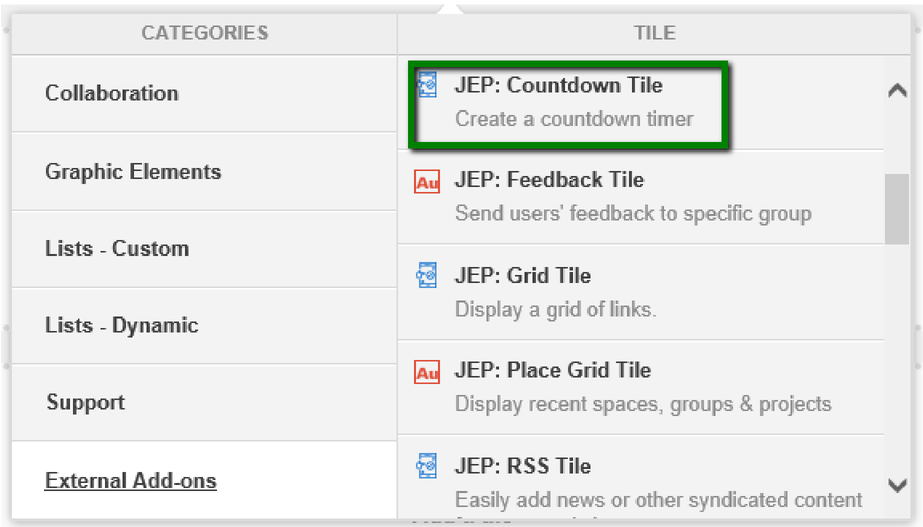
Creating Countdown tiles

Here you can find details on adding and configuring Countdown tiles.

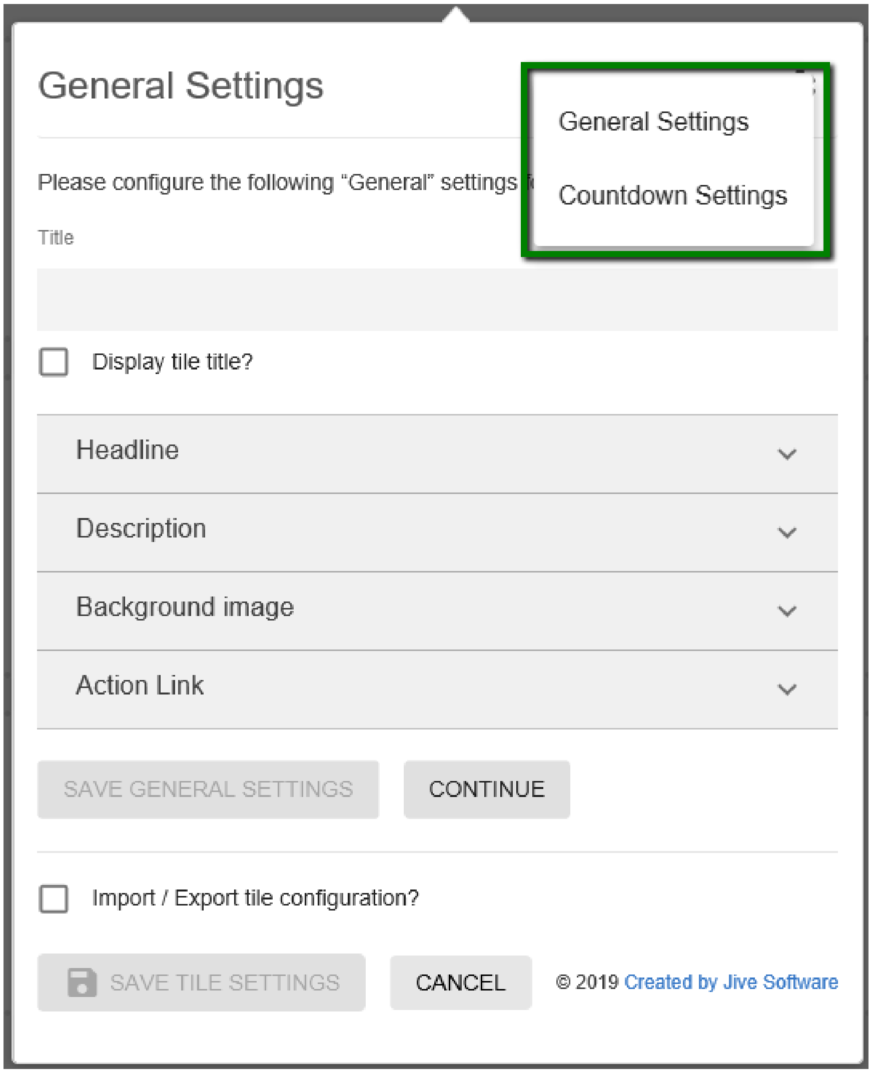
Adding Countdown tile

To add the tile to the page:

1. Go to the place where you want to add a new tile.
2. Open the relevant Activity or Custom page and edit it.
3. Click **Add a tile**.
4. Under **Categories**, select **External Add-ons**, then select **JEP: Countdown** under **Tiles**.



The tile is added to the page and you need to configure it. You can configure the tile anew or, if you already have similar tiles, copy the settings from another tile.



Configuring General Settings

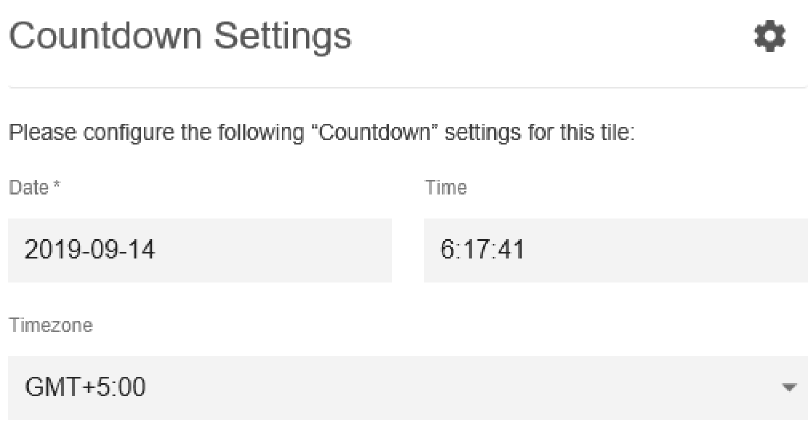
To set up general tile settings:

1. Select **Gear Icon** > **General settings** .
2. Configure the general settings. For the detailed instructions, see General Settings of JEP tiles on page 162.
3. Click **Save Tile Settings**.

Configuring Countdown tile-specific settings

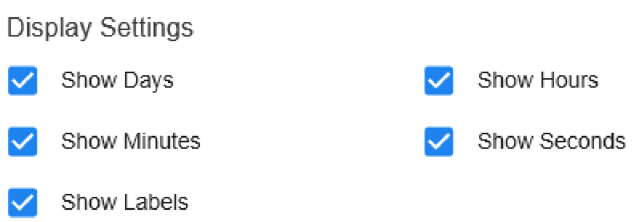
To configure settings specific to Countdown tiles:

1. Click **the gear icon** > **Countdown Settings** .
2. In **Countdown Settings**, specify the following details:

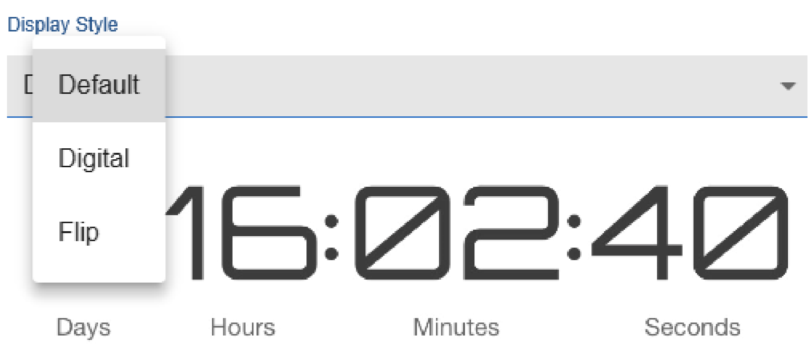


Options	Description
Date	Enter a valid date.
Time	Enter valid time.
Timezone	Select a timezone from the provided list.

3. In **Display Settings**, configure the display settings.



4. In **Display Style**, select the display style.



5. Verify the Countdown Tile screen to ensure that the configurations are completed successfully.
6. Click **Save Tile Settings**.

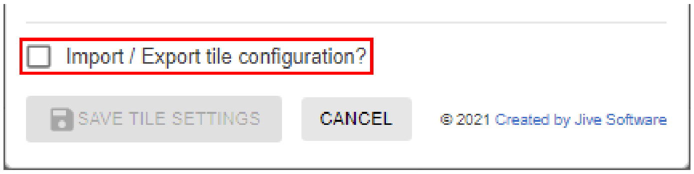
Countdown tile is configured successfully.

Copying settings from another tile

Use the currently configured settings of a tile in another environment or instance by using the **Import / Export tile configuration?** option.

Note: The Export/Import feature is also a great way to save previous configurations as a backup.

To copy settings from another tile of the same type:



Select **Import / Export tile configuration?** to copy or paste the entire tile configuration to another tile of the same type.

An example of Countdown tile

An Countdown may look like this.

The tile can look like this with different display styles:

Figure 1: Countdown display style: Flip

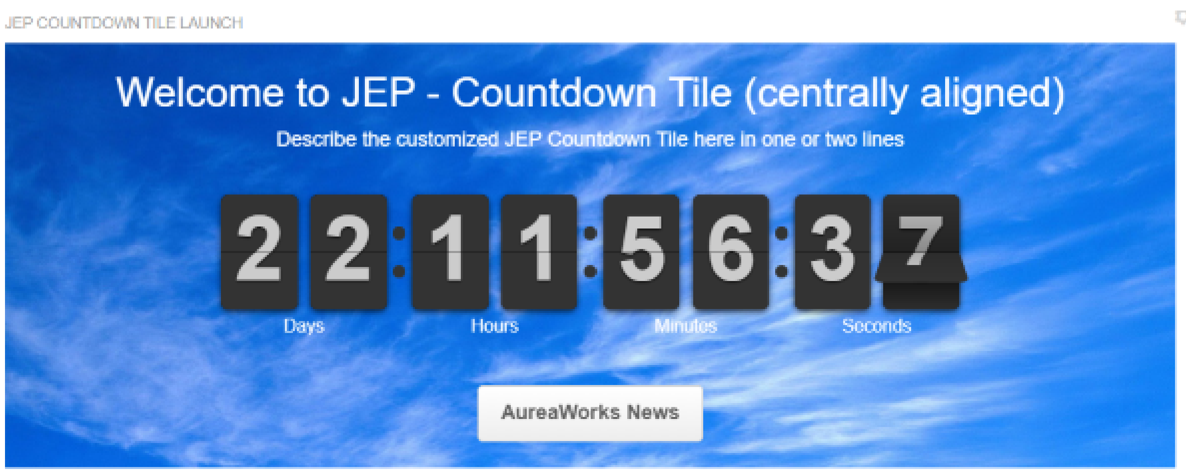


Figure 2: Countdown display style: Digital

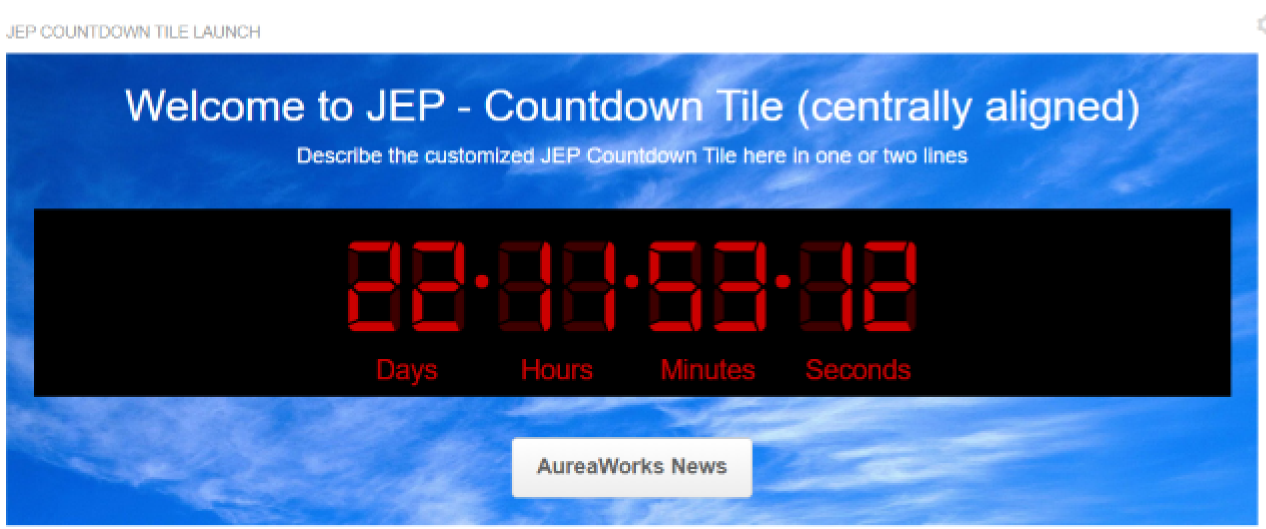
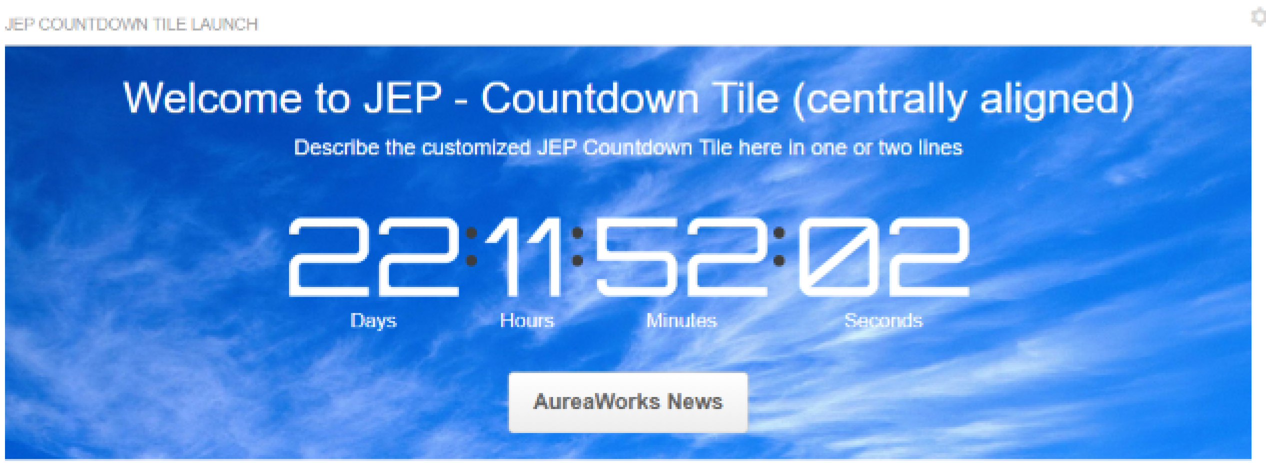


Figure 3: Countdown display style: Default



- **General Settings**:
  - **Title**: `JEP Countdown Tile Launch`
  - **Display tile title?**: Enabled
  - **Headline**: `Welcome to JEP - Countdown Tile (centrally aligned)`
  - **Headline Alignment**: Center
  - **Description**: `Describe the customized Countdown Tile here in one or two lines`
  - **Background Image URL**
  - **Background position**: Top center
  - **Padding**: 20px (all around)
  - **Action label with Action URL**: `AureaWorks News` with link URL
  - **Open link in new window?**: Enabled
  - **Action Alignment**: Center
- **Countdown Settings**:
  - **Date**: 2019-09-14
  - **Time**: 6:17:41
  - **Timezone**: GMT + 5:00
  - **Display Settings**: Enabled all options
  - **Display Style**: See the three illustrated images based on different styles

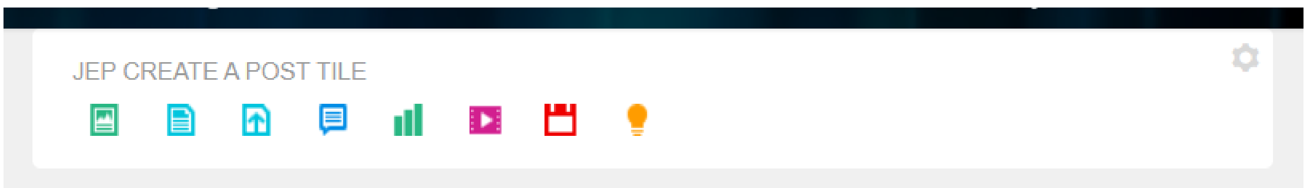
Create a Post tile

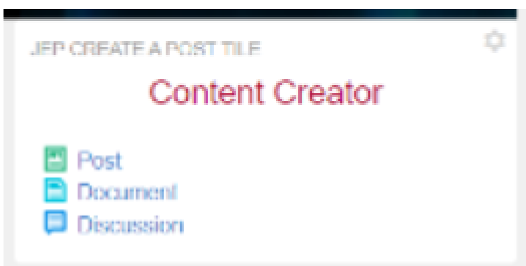
Helps users to easily create content on any page similar to the Activity page experience.

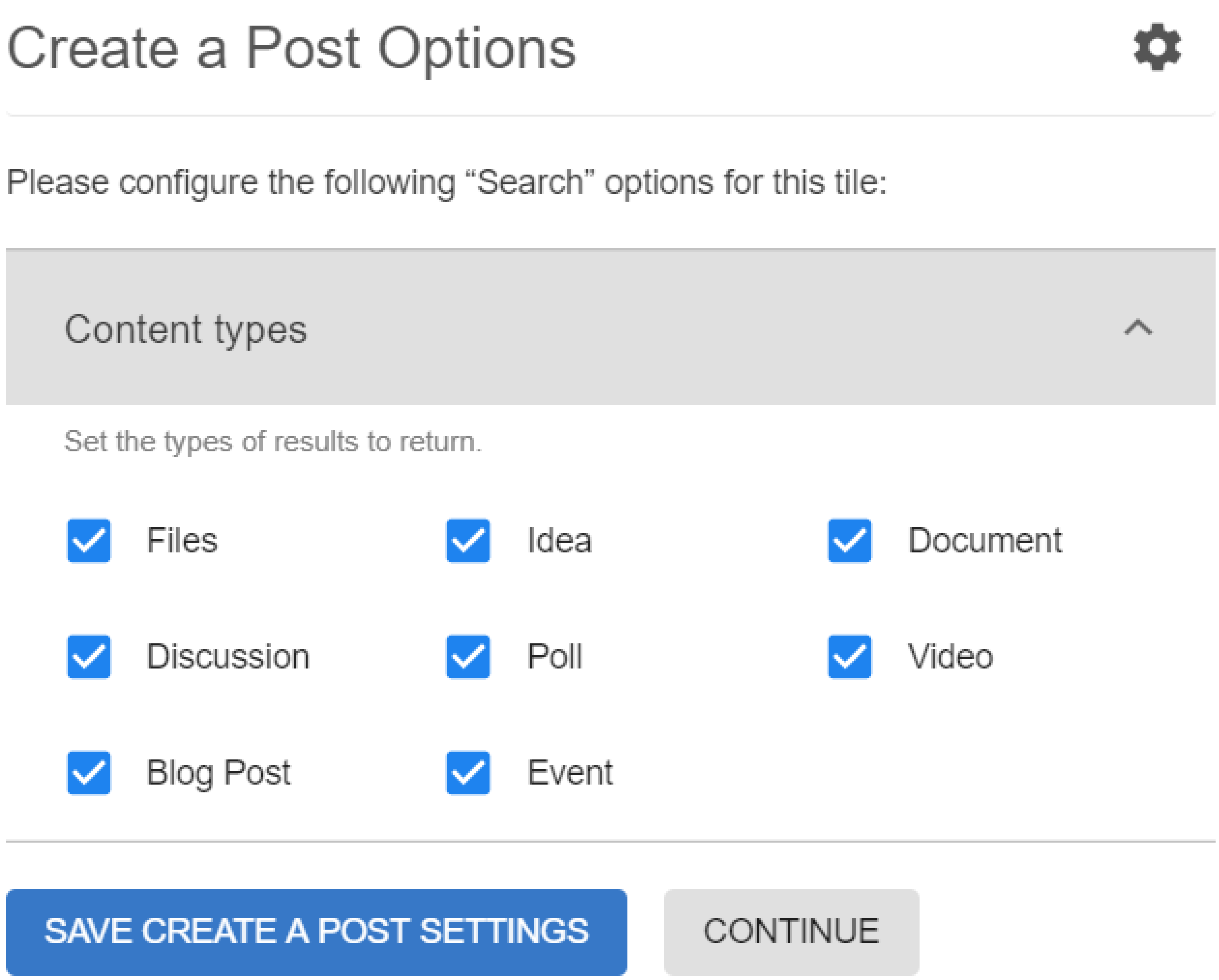
All or selected content can be configured on a specific page. The tile provides different presentation styles: displays only the content type icons, if configured in a column with minimum width, for example, in the center column. Or displays the content types as a list, if configured in the left or right side bar columns.

Create a Post tile:

- Creates Jive native content type intuitively on any page.
- Supports all column layouts.
- Supports views as icons, text, or as a list of posts.







Installing Create a Post Tile add-on

Create a Post Tile is installed from the Add-ons page.

Fastpath: User interface: Your avatar > **Add-ons**

A user must have at least Manage System permissions to install add-ons.

1. In the user interface, click on your avatar in the upper-right corner, and then select **Add-ons** to open the Add-ons page.
2. On the **Add-ons** tab, select **All Add-ons** on the right, and then select **Available** at the center of the page to see all available add-ons.
3. Find **Create a Post Tile** in the list and click **Install** next to it.
4. In the **Confirm Install** box, select if the add-on should be visible to all users:
    - Clicking **Install now** makes it available for all community users immediately.

- Clicking **Preview** makes it available only to you. After you have verified the setup, you will need to make the add-on available to other community users.

5. To verify that the add-on is installed, go to **Add-ons** tab, then select **All Add-ons** > **Installed** and find the add-on in the list.

The Create a Post Tile add-on is installed.

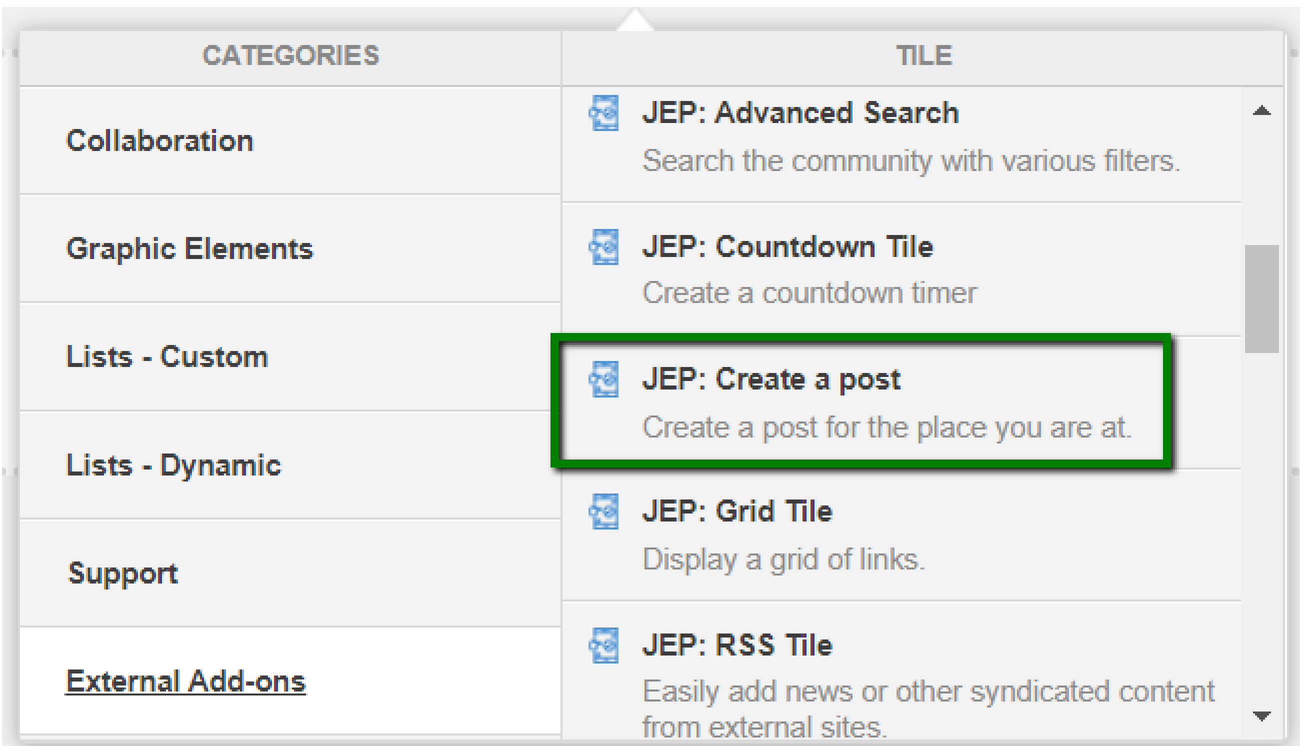
Creating Create a Post tiles

Here you can find details on adding and configuring Create a Post tiles.

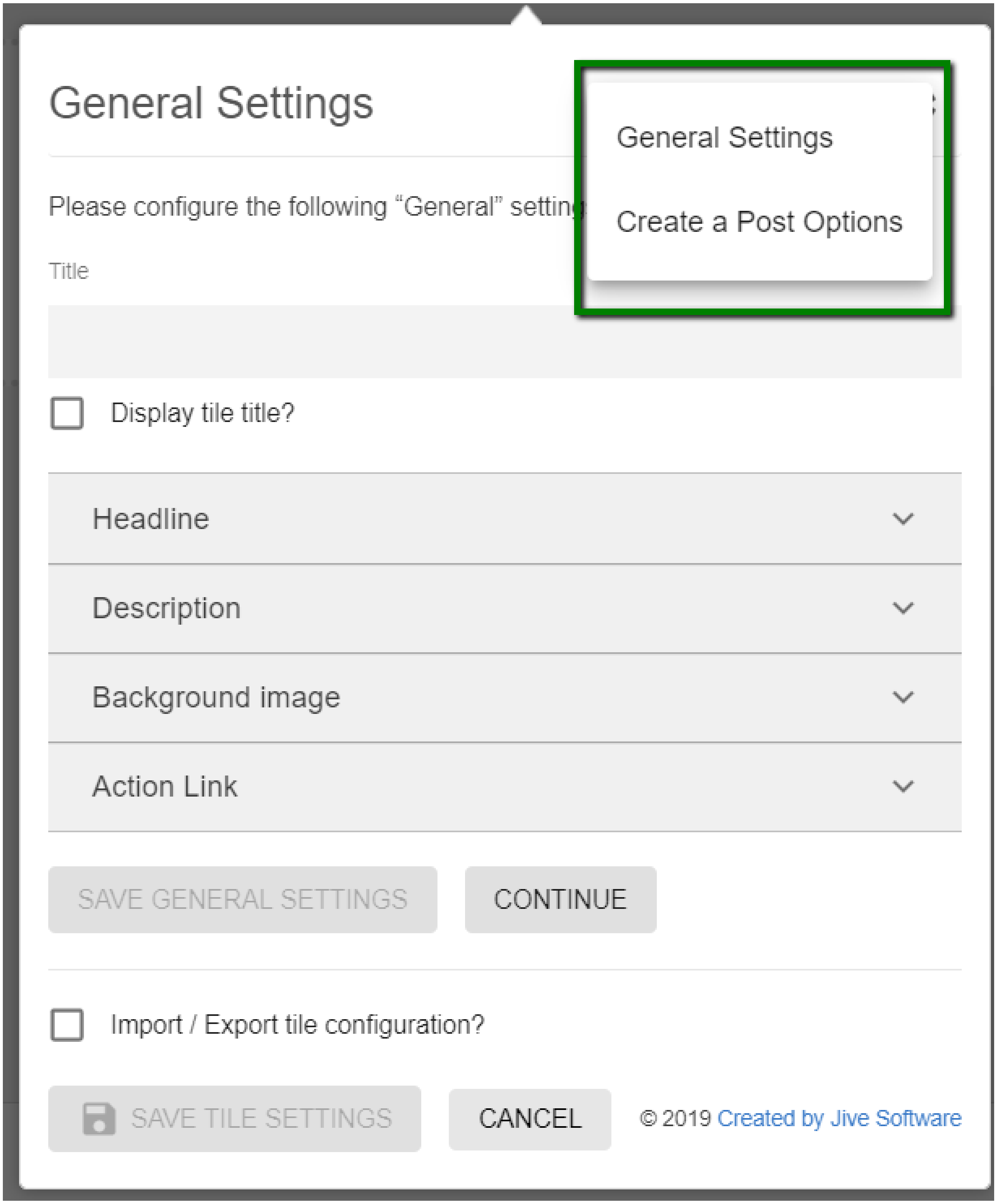
Adding Create a Post tile

To add the tile to the page:

1. Go to the place where you want to add a new tile.
2. Open the relevant Activity or Custom page and edit it.
3. Click **Add a tile**.
4. Under **Categories**, select **External Add-ons**, then select **JEP: Create a Post** under **Tiles**.



The tile is added to the page and you need to configure it. You can configure the tile anew or, if you already have similar tiles, copy the settings from another tile.



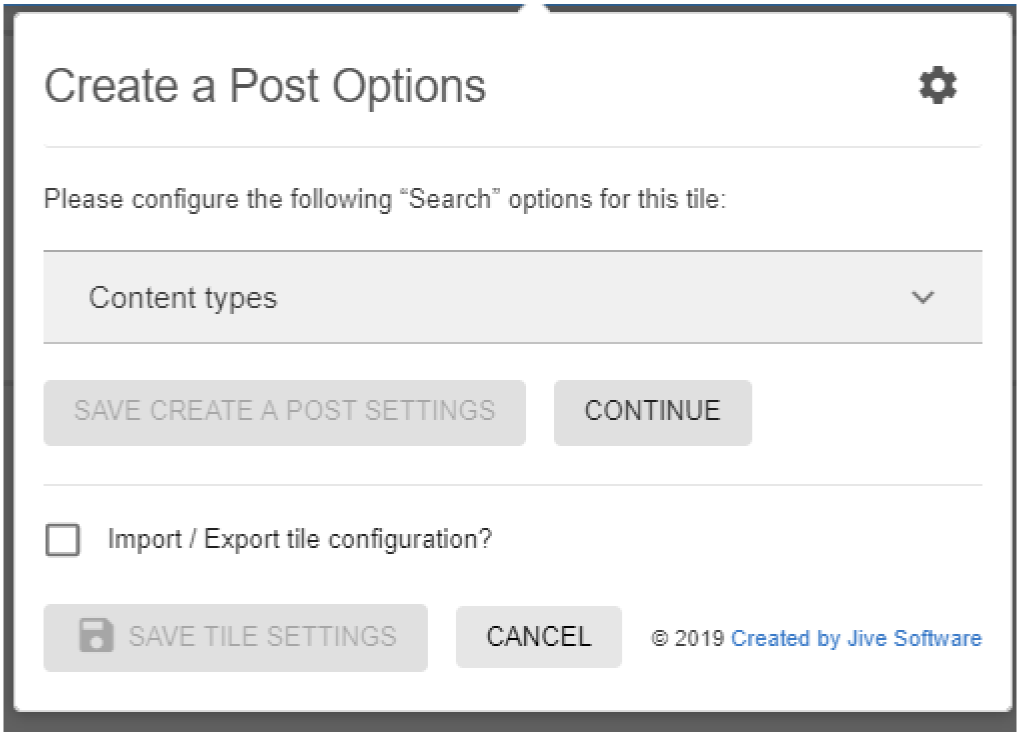
Configuring General Settings

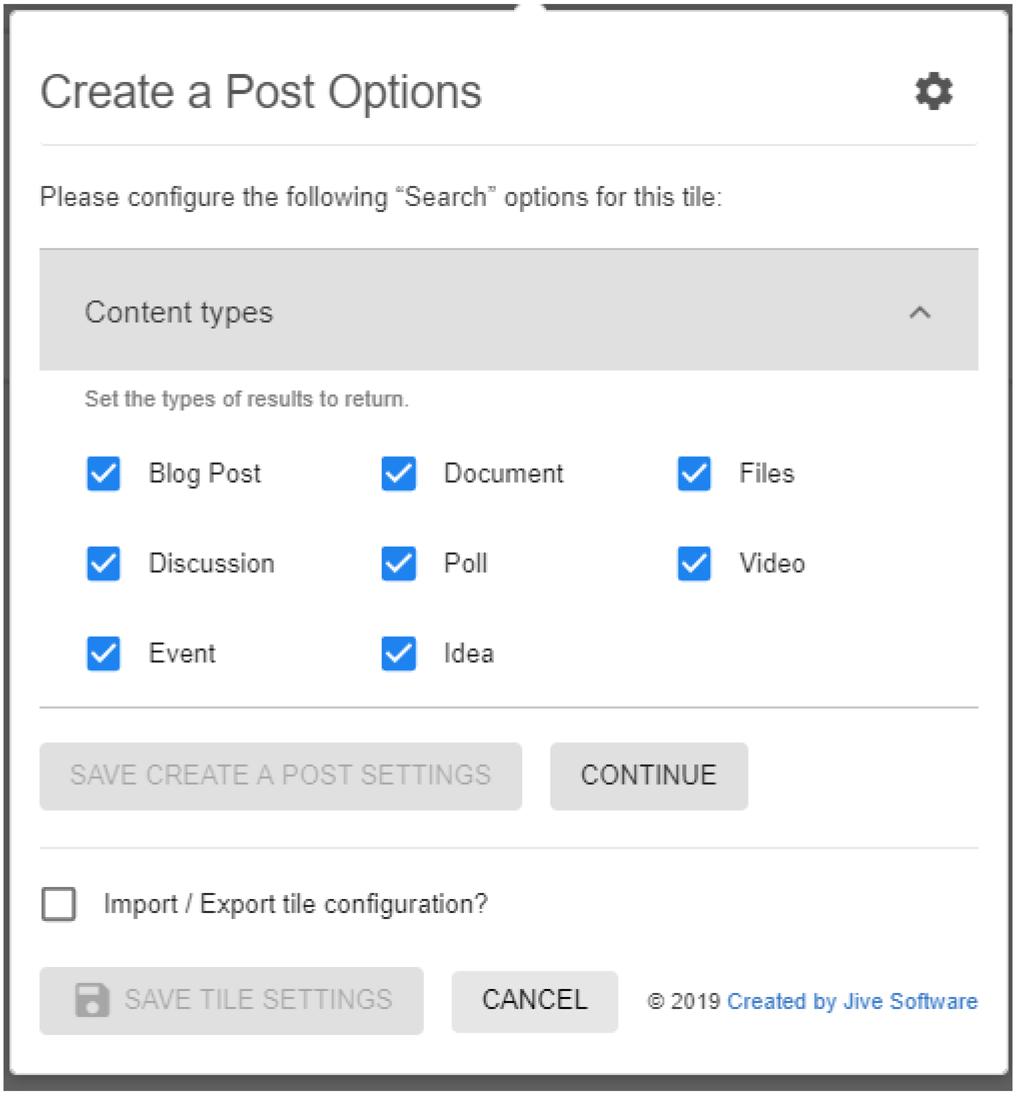
To set up general tile settings:

1. Select **Gear Icon** > **General settings** .
2. Configure the general settings. For the detailed instructions, see General Settings of JEP tiles on page 162.
3. Click **Save Tile Settings**.

Configuring Create a Post tile-specific settings

To configure settings specific to Create a Post tiles:





1. Click **the gear icon** > **Create a Post Options** .
2. Select the required **Content types** to be created.
3. Click **Continue**.
4. Verify the tile settings to ensure that the configurations are completed successfully.
5. Click **Save Tile Settings**.

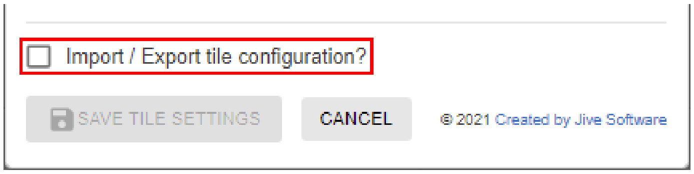
Create a Post tile is configured successfully.

Copying settings from another tile

Use the currently configured settings of a tile in another environment or instance by using the **Import / Export tile configuration?** option.

Note: The Export/Import feature is also a great way to save previous configurations as a backup.

To copy settings from another tile of the same type:

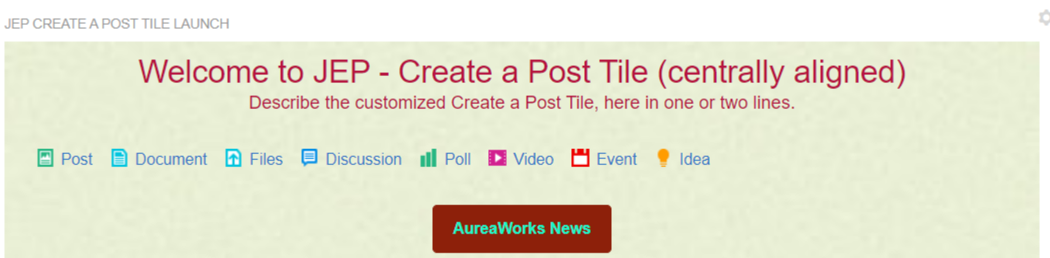


Select **Import / Export tile configuration?** to copy or paste the entire tile configuration to another tile of the same type.

An example of Create a Post tile

An Create a Post may look like this.

Example 1

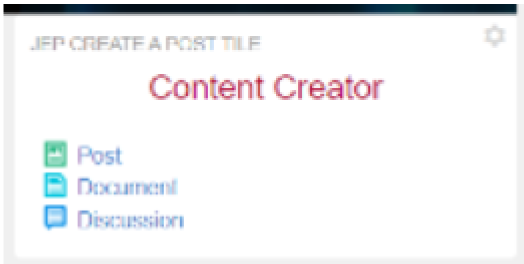


- **General Settings**:
  - **Title**: `JEP Create a Post Tile Launch`
  - **Display tile title?**: Enabled
  - **Headline**: `Welcome to JEP - Create a Post Tile (centrally aligned)`
  - **Headline Alignment**: Center
  - **Description**: `Describe the customized Create a Post Tile here in one or two lines.`
  - **Background Image URL**
  - **Background position**: Top center
  - **Padding**: 20px (all around)
  - **Action label with Action URL**: `AureaWorks News` with link URL

    - **Open link in new window?**: Enabled
    - **Action Alignment**: Center

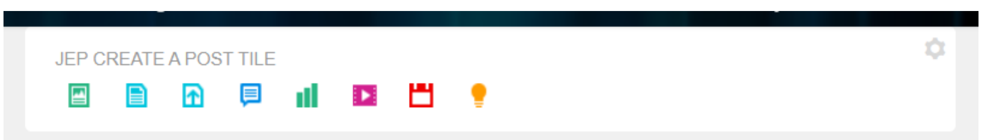
- **Create a Post Options**:
    - **Content Type**: Enabled all

Example 2



- **General Settings**:
    - **Title**: `JEP Create a Post Tile`
    - **Display tile title?**: Enabled
    - **Headline**: `Content Creator`
    - **Headline Alignment**: Center
- **Create a Post Options**:
    - **Content Type**: Blog Post, Document, and Discussion enabled

Example 3



- **General Settings**:
    - **Title**: `JEP Create a Post Tile`
- **Create a Post Options**:
    - **Content Type**: Enabled all

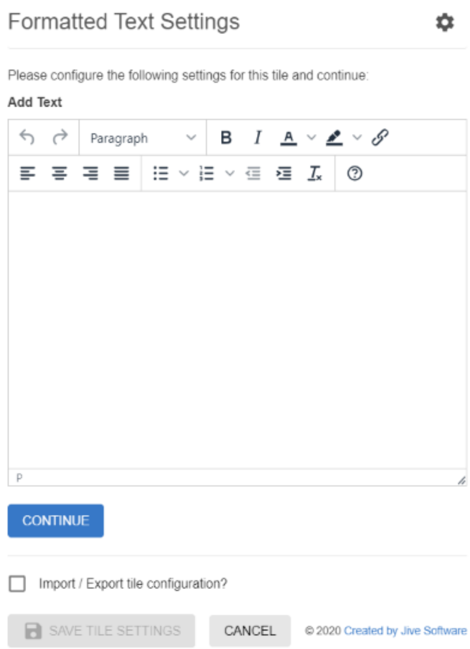
If configured in center column, where the column width is not broad enough, only the content icons are displayed.

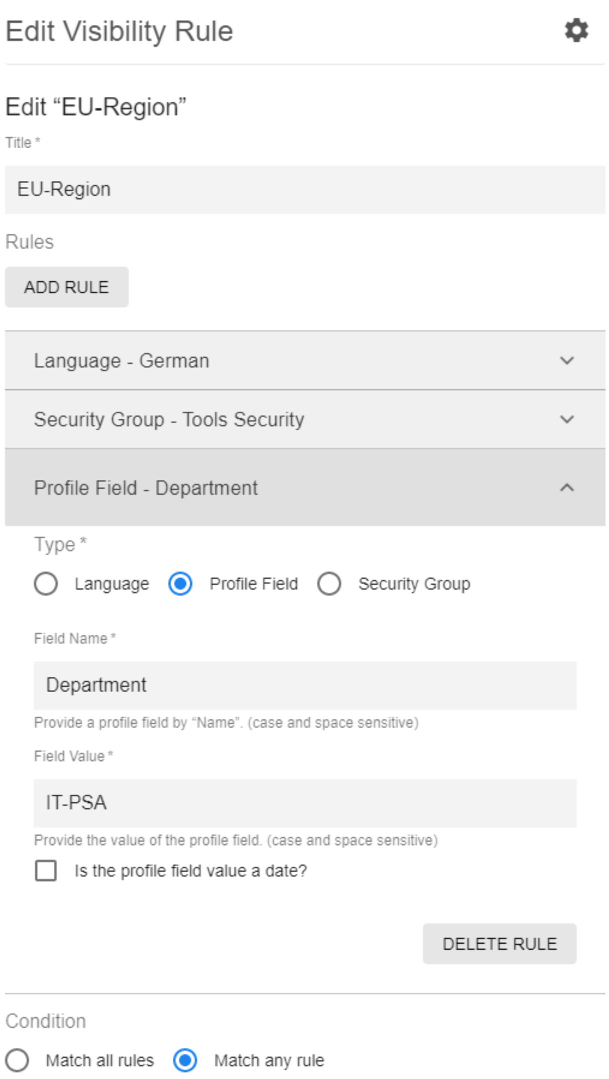
Formatted Text tile

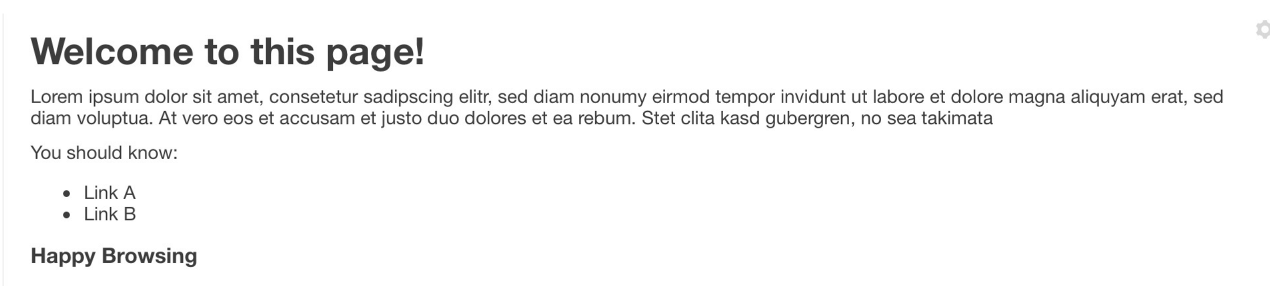
This tile provides a simplified of adding text to a tile page similar to the widely used Formatted Text widget.

Tile height automatically adjusts to content height. Visibility of tile can be enabled or disabled via Visibility Rules. Formatted Text tile:

- Supports content creation using RTE features
- Is responsive
- Supports visibility rules







Installing Formatted Text Tile add-on

Formatted Text Tile is installed from the Add-ons page.

Fastpath: User interface: Your avatar > Add-ons

A user must have at least Manage System permissions to install add-ons.

1. In the user interface, click on your avatar in the upper-right corner, and then select **Add-ons** to open the Add-ons page.
2. On the **Add-ons** tab, select **All Add-ons** on the right, and then select **Available** at the center of the page to see all available add-ons.
3. Find **Formatted Text Tile** in the list and click **Install** next to it.
4. In the **Confirm Install** box, select if the add-on should be visible to all users:
   - Clicking **Install now** makes it available for all community users immediately.
   - Clicking **Preview** makes it available only to you. After you have verified the setup, you will need to make the add-on available to other community users.
5. To verify that the add-on is installed, go to **Add-ons** tab, then select **All Add-ons** > **Installed** and find the add-on in the list.

The Formatted Text Tile add-on is installed.

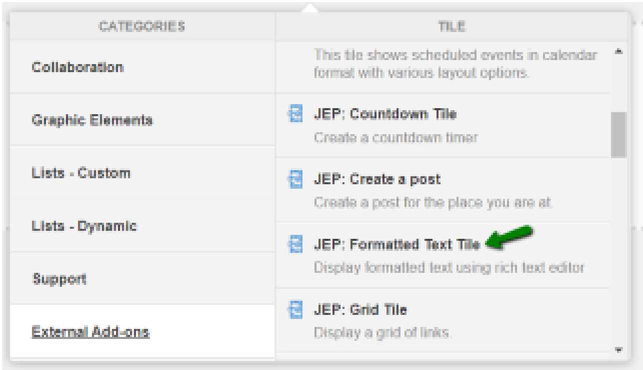
Creating Formatted Text tiles

Here you can find details on adding and configuring Formatted Text tiles.

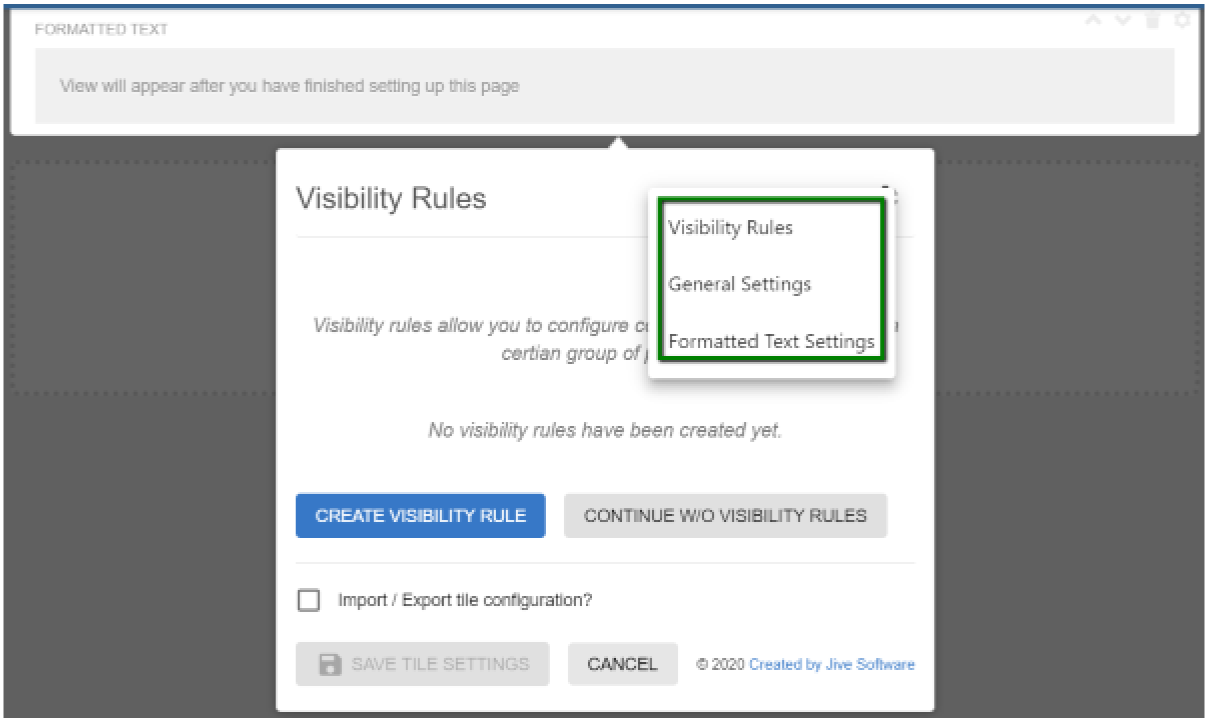
Adding Formatted Text tile

To add the tile to the page:

1. Go to the place where you want to add a new tile.
2. Open the relevant Activity or Custom page and edit it.
3. Click **Add a tile**.
4. Under **Categories**, select **External Add-ons**, then select **JEP: Formatted Text Tile** under **Tiles**.



The tile is added to the page and you need to configure it. You can configure the tile anew or, if you already have similar tiles, copy the settings from another tile.



Configuring General Settings

To set up general tile settings:

1. Select **Gear Icon** > **General settings** .
2. Configure the general settings. For the detailed instructions, see General Settings of JEP tiles on page 162.
3. Click **Save Tile Settings**.

Configuring Visibility Rules

To set up general tile settings:

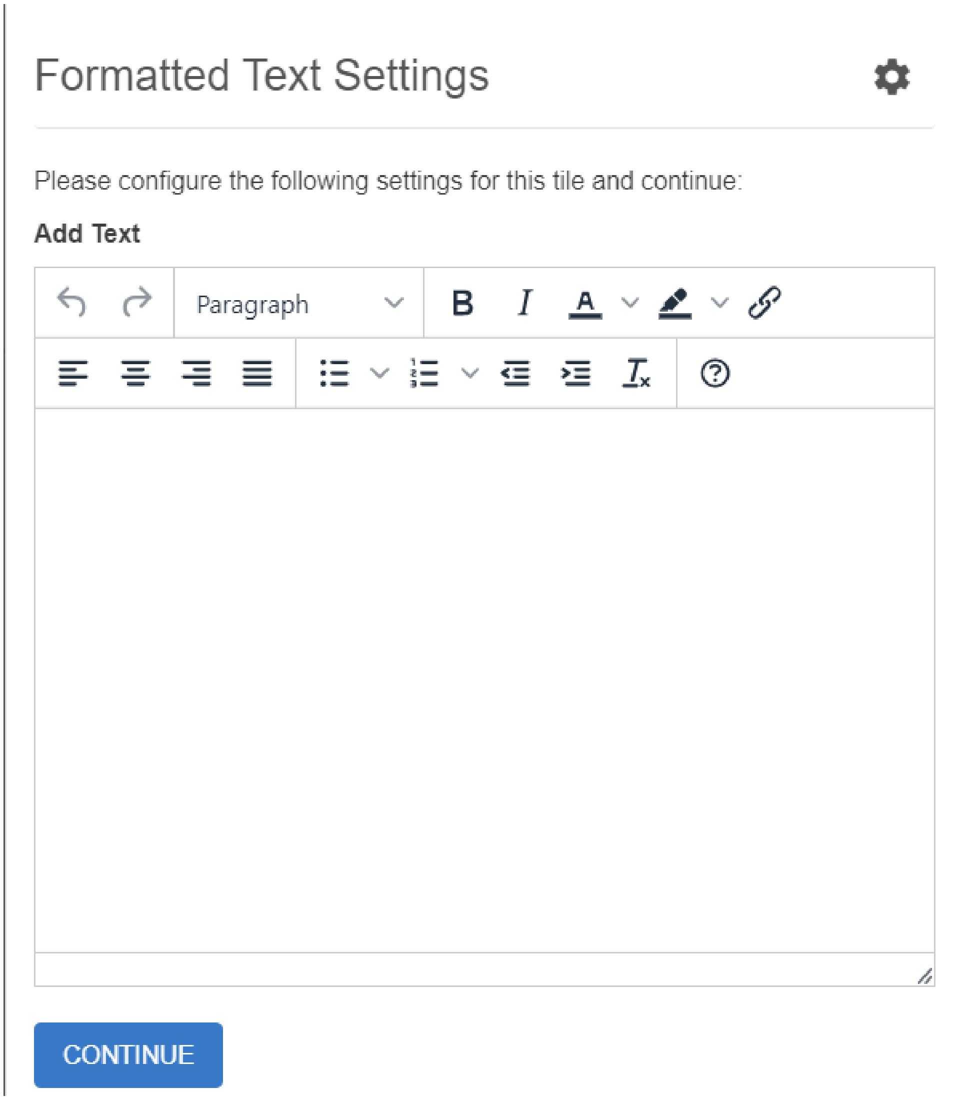
1. Select **Gear Icon** > **Visibility Rules** .
2. Configure a new visibility rule or select an existing one. For the detailed instructions on creating new rules, see Visibility Rules of JEP tiles on page 157.
3. Click **Save Tile Settings**.

Configuring Formatted Text tile-specific settings

To configure settings specific to Formatted Text tiles:

1. Click **the gear icon** > **Formatted Text Settings** .
2. Add text to be displayed in the tile when the tile settings are saved and rendered.

   You can use the various RTE features available to enhance the UI effects of the text.



3. Click **Save Tile Settings**.

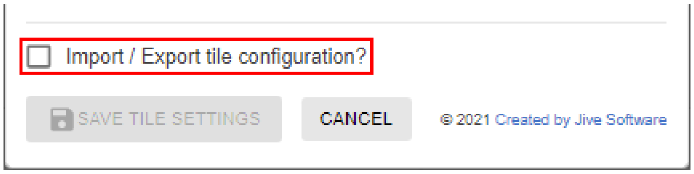
Formatted Text tile is configured successfully.

Copying settings from another tile

Use the currently configured settings of a tile in another environment or instance by using the **Import / Export tile configuration?** option.

Note: The Export/Import feature is also a great way to save previous configurations as a backup.

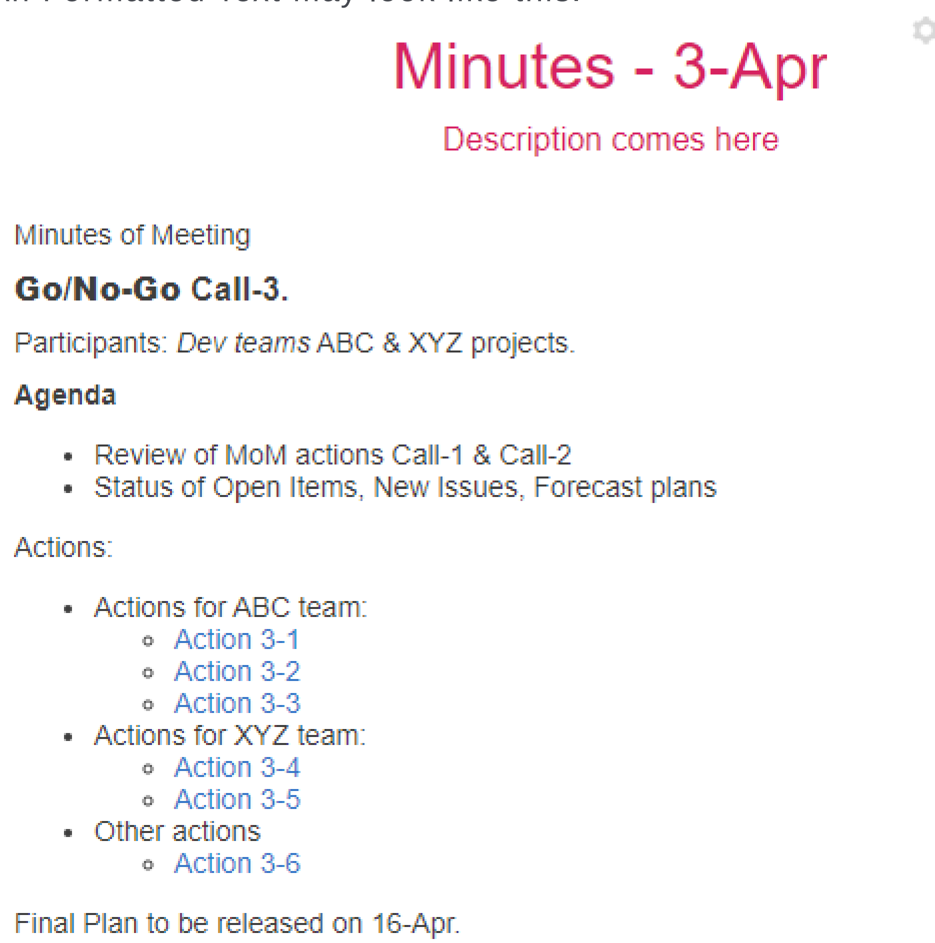
To copy settings from another tile of the same type:

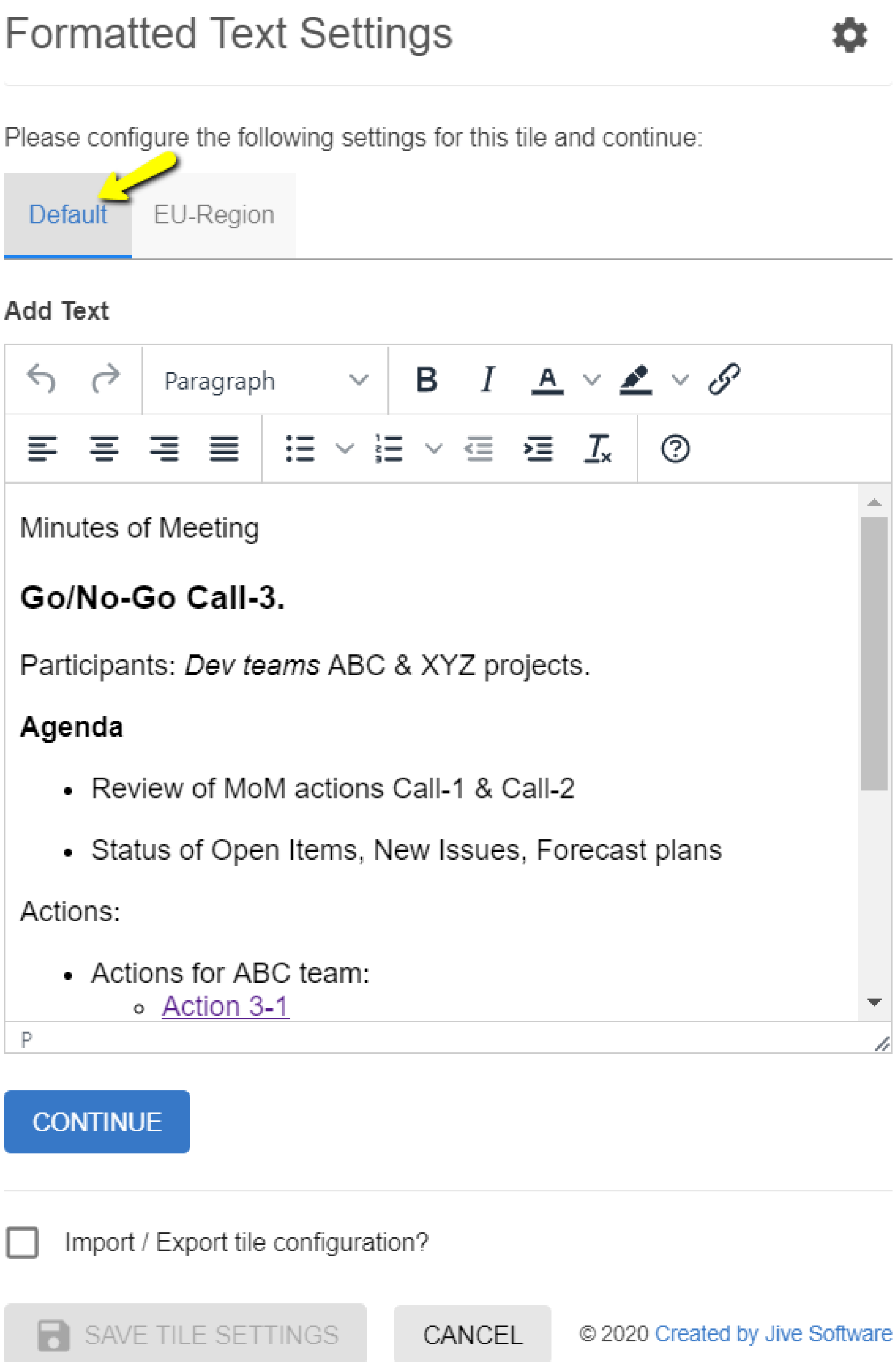


Select **Import / Export tile configuration?** to copy or paste the entire tile configuration to another tile of the same type.

An example of Formatted Text tile

An Formatted Text may look like this.



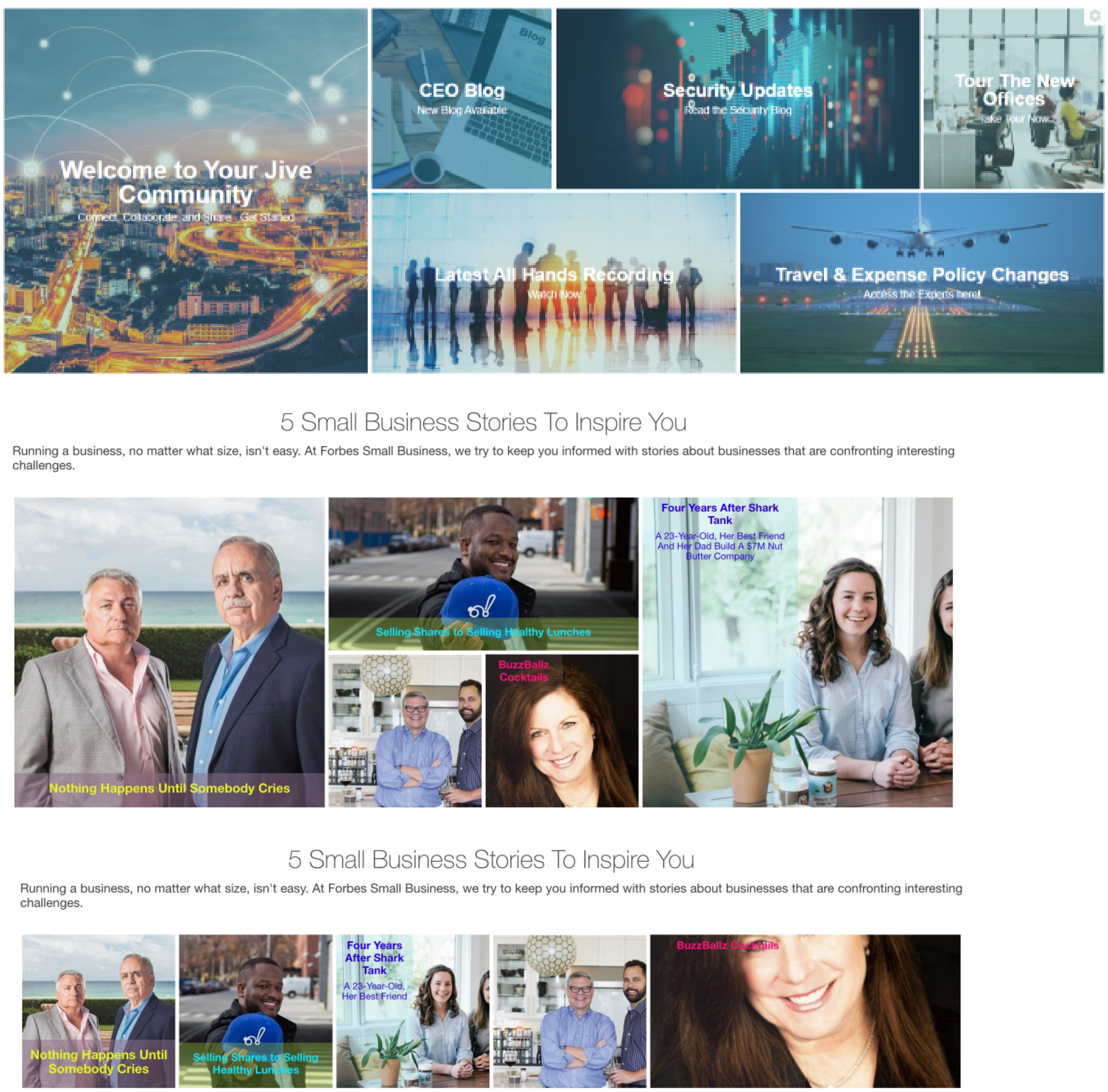

Formatted Text Settings
Please configure the following settings for this tile and continue:
Default
EU-Region
Add Text
Paragraph
Minutes of Meeting
Go/No-Go Call-3.
Participants: Dev teams ABC & XYZ projects.
Agenda
Review of MoM actions Call-1 & Call-2
Status of Open Items, New Issues, Forecast plans
Actions:
Actions for ABC team:
Action 3-1
P
CONTINUE
Import / Export tile configuration?
SAVE TILE SETTINGS
CANCEL
© 2020 Created by Jive Software

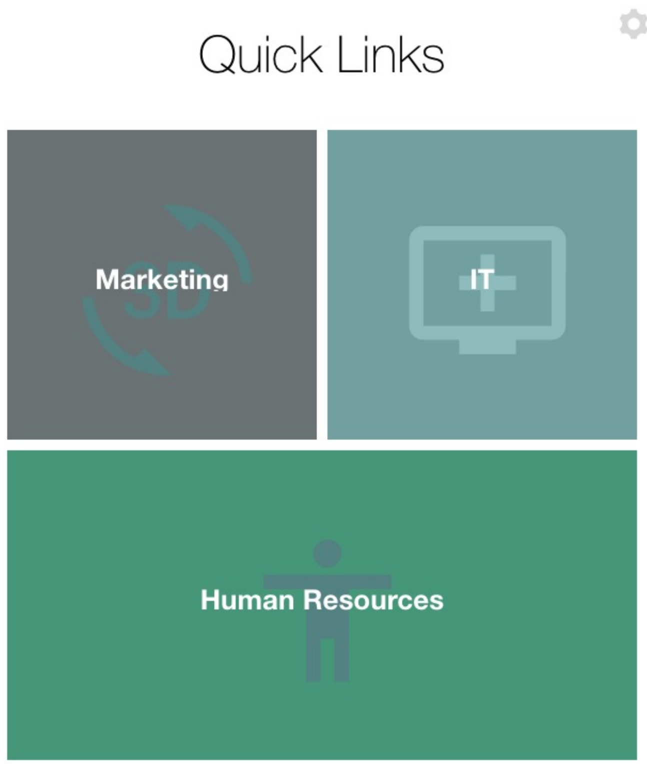
Grid Layout tile

Highly configurable and flexible tile to enhance your community. Teaser internal and external stories, build visual navigation and highlight whats important.

Grid Layout tile:

- Provides flexible grid layout
- Is fully responsive
- Has an icon library





Installing Grid Layout Tile add-on

Grid Layout Tile is installed from the Add-ons page.

Fastpath: User interface: Your avatar > **Add-ons**

A user must have at least Manage System permissions to install add-ons.

1. In the user interface, click on your avatar in the upper-right corner, and then select **Add-ons** to open the Add-ons page.
2. On the **Add-ons** tab, select **All Add-ons** on the right, and then select **Available** at the center of the page to see all available add-ons.
3. Find **Grid Layout Tile** in the list and click **Install** next to it.
4. In the **Confirm Install** box, select if the add-on should be visible to all users:
   - Clicking **Install now** makes it available for all community users immediately.
   - Clicking **Preview** makes it available only to you. After you have verified the setup, you will need to make the add-on available to other community users.
5. To verify that the add-on is installed, go to **Add-ons** tab, then select **All Add-ons** > **Installed** and find the add-on in the list.

The Grid Layout Tile add-on is installed.

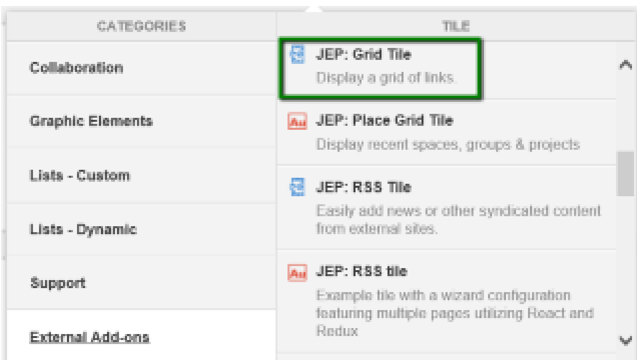
Creating Grid Layout tiles

Here you can find details on adding and configuring Grid Layout tiles.

Adding Grid Layout tile

To add the tile to the page:

1. Go to the place where you want to add a new tile.
2. Open the relevant Activity or Custom page and edit it.
3. Click **Add a tile**.
4. Under **Categories**, select **External Add-ons**, then select **JEP: Grid Layout** under **Tiles**.



The tile is added to the page and you need to configure it. You can configure the tile anew or, if you already have similar tiles, copy the settings from another tile.

Configuring General Settings

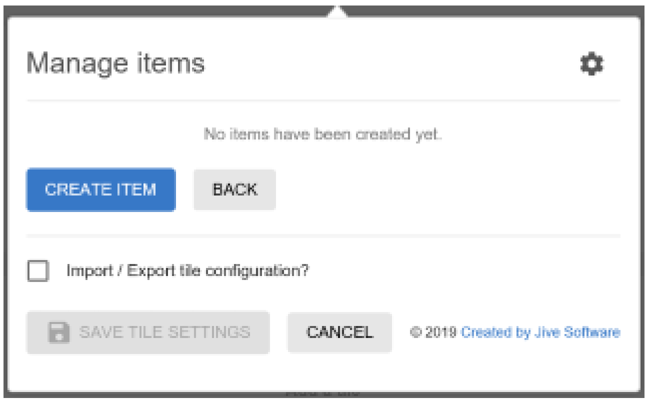
To set up general tile settings:

1. Select **Gear Icon** > **General settings** .
2. Configure the general settings. For the detailed instructions, see General Settings of JEP tiles on page 162.
3. Click **Save Tile Settings**.

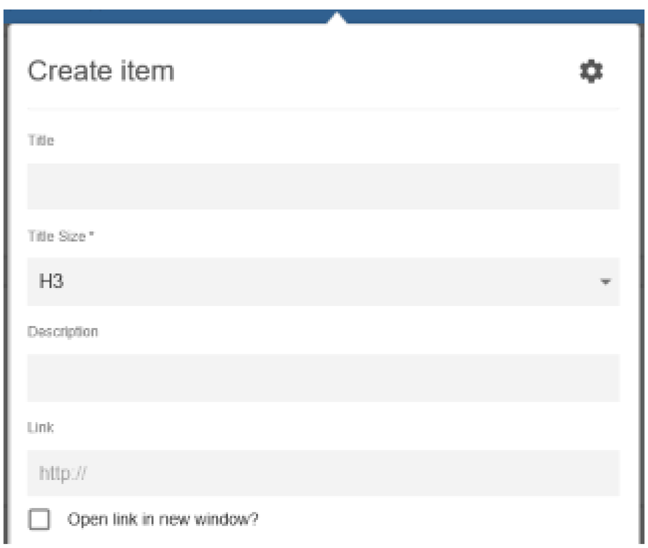
Configuring Grid Layout tile-specific settings

To configure settings specific to Grid Layout tiles:

1. Click **the gear icon** > **Items** .
2. Create grid items using **Manage Items** > **Create Item** .



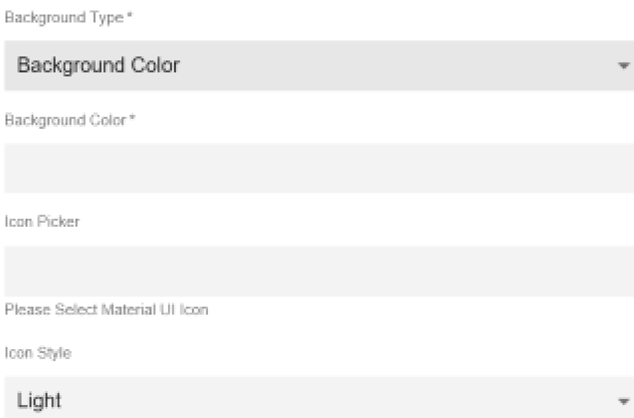
3. For each Grid Item, specify the following:



- Item **Title**
- **Title Size**: H1, H2, H3, or H4
- Brief **Description**
- Add a **Link**, with the relevant option to **Open link in new window?**

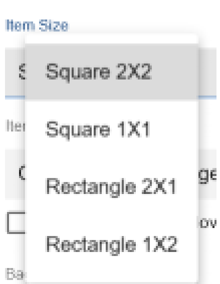
4. The **Background type** for a grid Item can be provided as:

- an **Image Url** along with the **Background Position**. The **Background Position** displays the part of the image, as specified:
  - left top/center/bottom
  - right top/center/bottom
  - center top/center/bottom



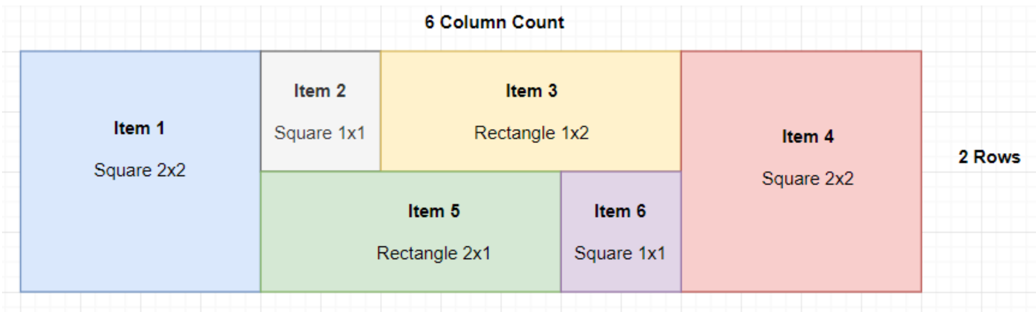
- a **Background Color**. Additionally, here a suitable icon can be selected from those available in the **Icon Picker**, along with an **Icon Style** (either **Light** or **Dark**).

5. Select one of the following options to configure the grid **Item Size**:

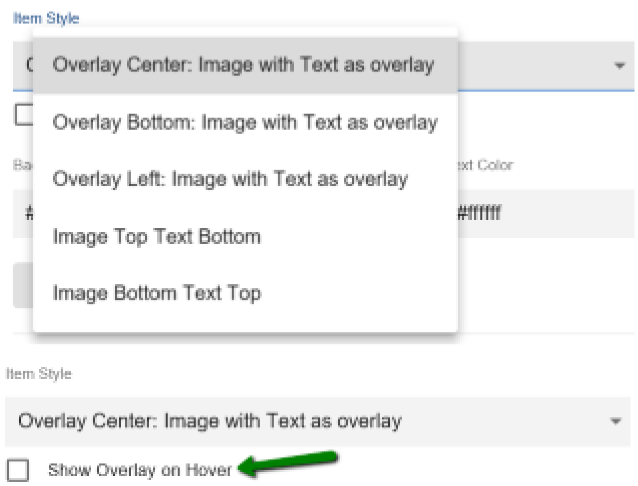


- Square-shaped: occupying: 2 columns/2 rows or 1 column/1 row
- Rectangular: occupying: 2 columns/1 row or 1 column/2 rows

Example:

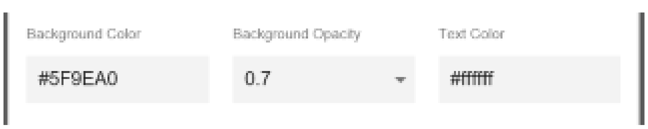


6. Choose an **Item Style** for displaying the grid item.



The Item details can also be displayed only on Hovering, if **Show Overlay on Hover** is configured.

7. Specify the Background Color, Background Opacity (0.1 to 1.0) and Text Color per Grid Item.



8. Create as many Items as required with similar configurations.
9. Click **Save Tile Settings**.

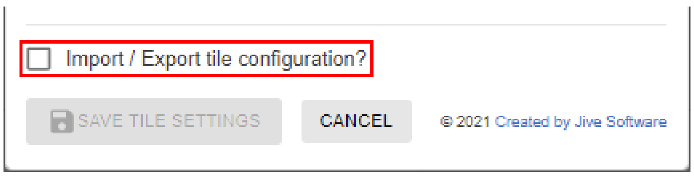
Grid Layout tile is configured successfully.

Copying settings from another tile

Use the currently configured settings of a tile in another environment or instance by using the **Import / Export tile configuration?** option.

Note: The Export/Import feature is also a great way to save previous configurations as a backup.

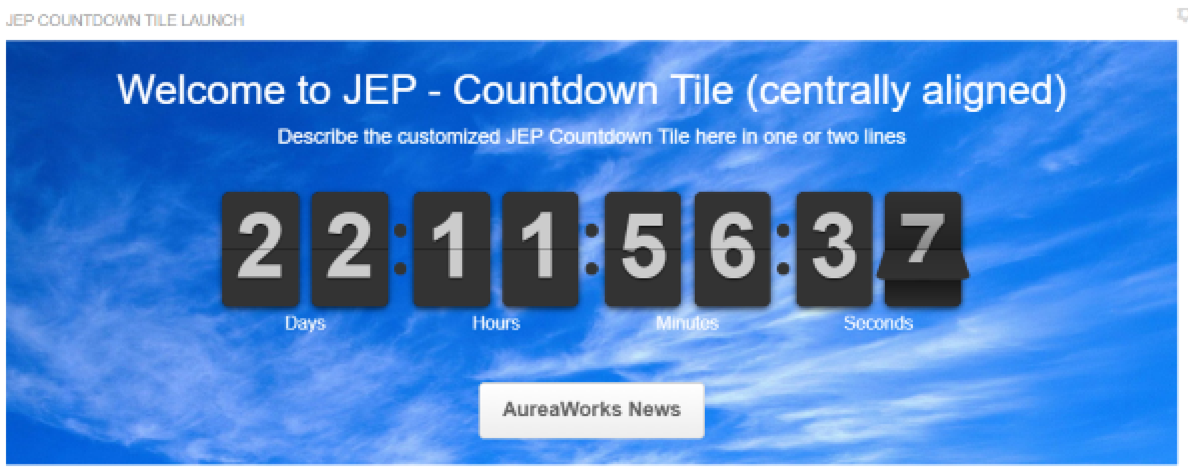
To copy settings from another tile of the same type:



Select **Import / Export tile configuration?** to copy or paste the entire tile configuration to another tile of the same type.

An example of Grid Layout tile

An Grid Layout may look like this.



For this example, we used the following configuration:

```
{
 "generalsettings": {
  "gridSpacing": "small",
  "footer": {
   "actionAlign": "center",
   "actionExternal": false,
   "actionUrl": "",
   "actionLabel": ""
  },
  "header": {
   "headlineAlign": "center",
   "descriptionAlign": "center",
   "headline": ""
  },
  "customTitle": "What's happening on Jive - Our Collaborative Hub",
  "columnCount": "6",
  "body": {
```

```
    "backgroundPosition": "top center",
    "textColor": "#000000"
   }
  },
  "gridSpacing": "small",
  "saved": true,
  "options": {},
  "columnCount": "6",
  "items": [
   {
    "itemStyle": "imageTextOverlay",
    "backgroundOpacity": "0.3",
    "description": "Connect, Collaborate, and Share - Get Started",
    "mediaType": "imageUrl",
    "titleSize": "h1",
    "title": "Welcome to Your Jive Community",
    "textColor": "#ffffff",
    "overlayColor": "#5F9EA0",
    "iconStyle": "light",
    "url": "https://jep-qa.jiveon.com/places",
    "imageUrl":
"https://jep-qa.jiveon.com/resources/statics/1003/skyline%252Bbanner.jpg",
    "showOverlayOnHover": false,
    "itemSize": "scuare2X2",
    "backgroundPosition": "left_top",
    "id": 1
   },
   {
    "itemStyle": "imageTextOverlay",
    "backgroundOpacity": "0.3",
    "description": "Read the Security Blog",
    "mediaType": "imageUrl",
    "titleSize": "h2",
    "title": "Security Updates",
    "textColor": "#ffffff",
    "overlayColor": "#5F9EA0",
    "iconStyle": "light",
    "url":
"https://jep-qa.jiveon.com/community/information-technology-it/blog/2019/12/04/december-se

    "imageUrl":
"https://jep-qa.jiveon.com/resources/statics/1003/map%252Bbanner.jpg",
    "showOverlayOnHover": false,
    "itemSize": "rectangle2X1",
    "backgroundPosition": "center_center",
    "id": 2
   },
   {
    "itemStyle": "imageTextOverlay",
    "backgroundOpacity": "0.3",
    "description": "Watch Now",
    "mediaType": "imageUrl",
    "titleSize": "h2",
    "title": "Latest All Hands Recording",
    "textColor": "#ffffff",
    "overlayColor": "#5F9EA0",
    "iconStyle": "light",
    "url": "https://jep-qa.jiveon.com/content",
    "imageUrl":
"https://jep-qa.jiveon.com/resources/statics/1003/people%252Bbanner%2B%25281%2529.jpg",

    "showOverlayOnHover": false,
    "itemSize": "rectangle2X1",
    "backgroundPosition": "center_center",
    "id": 3
   },
   {
    "itemStyle": "imageTextOverlay",
    "backgroundOpacity": "0.4",
    "description": "Take Tour Now",
    "mediaType": "imageUrl",
```

```
    "titleSize": "h2",
    "title": "Tour The New Offices",
    "textColor": "#ffffff",
    "overlayColor": "#5F9EA0",
    "iconStyle": "light",
    "url": "https://jep-qa.jiveon.com/content",
    "imageUrl":
"https://jep-qa.jiveon.com/resources/statics/1003/office%252Bbanner%2B%25281%2529.jpg",

    "showOverlayOnHover": false,
    "itemSize": "scuare1X1",
    "backgroundPosition": "center_bottom",
    "id": 4
   },
   {
    "itemStyle": "imageTextOverlay",
    "backgroundOpacity": "0.3",
    "description": "Access the Experts here!",
    "mediaType": "imageUrl",
    "titleSize": "h2",
    "title": "Travel & Expense Policy Changes",
    "textColor": "#ffffff",
    "overlayColor": "#5F9EA0",
    "iconStyle": "light",
    "url": "https://jep-qa.jiveon.com",
  "imageUrl":"https://jep-qa.jiveon.com/resources/statics/1003/planelanding.jpg",

    "showOverlayOnHover": false,
    "itemSize": "rectangle2X1",
    "backgroundPosition": "right_bottom",
    "id": 5
   },
   {
    "itemStyle": "imageTextOverlay",
    "backgroundOpacity": "0.1",
    "description": "New Blog Available",
    "mediaType": "imageUrl",
    "titleSize": "h2",
    "title": "CEO Blog",
    "textColor": "#ffffff",
    "overlayColor": "#5F9EA0",
    "iconStyle": "light",
    "url": "https://jep-qa.jiveon.com",
    "imageUrl":
"https://jep-qa.jiveon.com/resources/statics/1003/Blog-Banner-1024x469.png",
    "showOverlayOnHover": false,
    "itemSize": "scuare1X1",
    "backgroundPosition": "center_bottom",
    "id": 6
   }
  ]
}
```


Jive Poll tile

User-friendly tile that presents the Jive Native Poll in a tile.

Tile view can be restricted to selected Users or User Groups by configuring Visibility Rules. Tile supports two layouts for display – Simplified and Jive Native vote. Different graphical presentations of Poll results include: Bar Graph, Pie Chart, and Jive Native Graph.

Jive Poll tile:

- Displays Jive Native Poll in a Tile
- Uses configurable Visibility Rules
- Includes various graphical illustrations of Poll results

Figure 4: Jive Poll tile in narrow column

Figure 5: Jive Poll tile in wide column

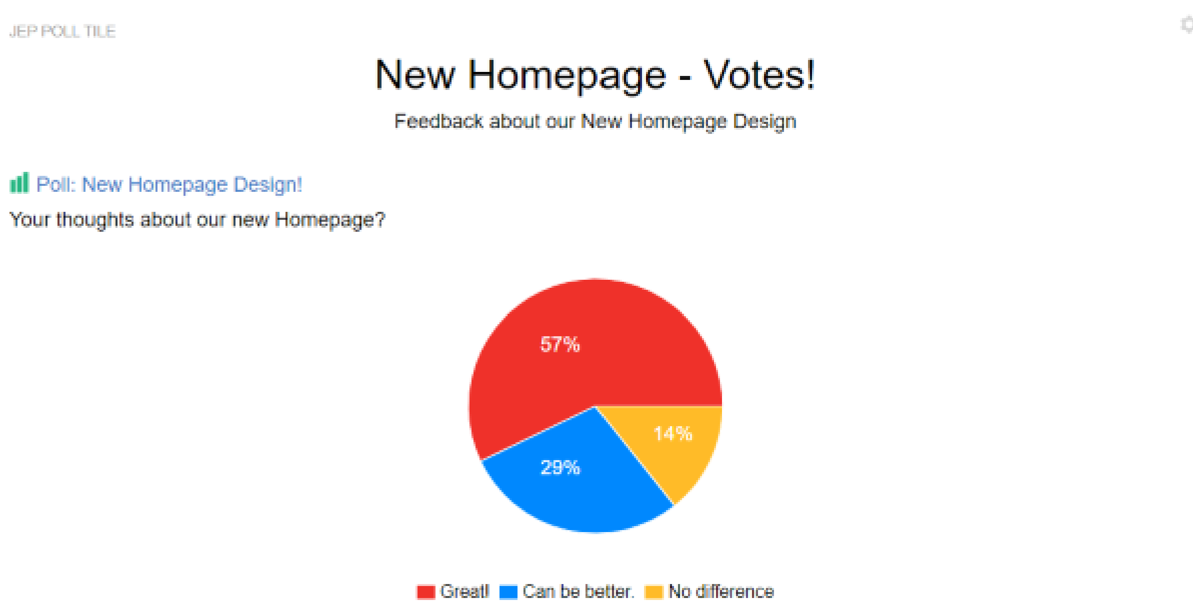


Figure 6: Jive Poll tile in hero column

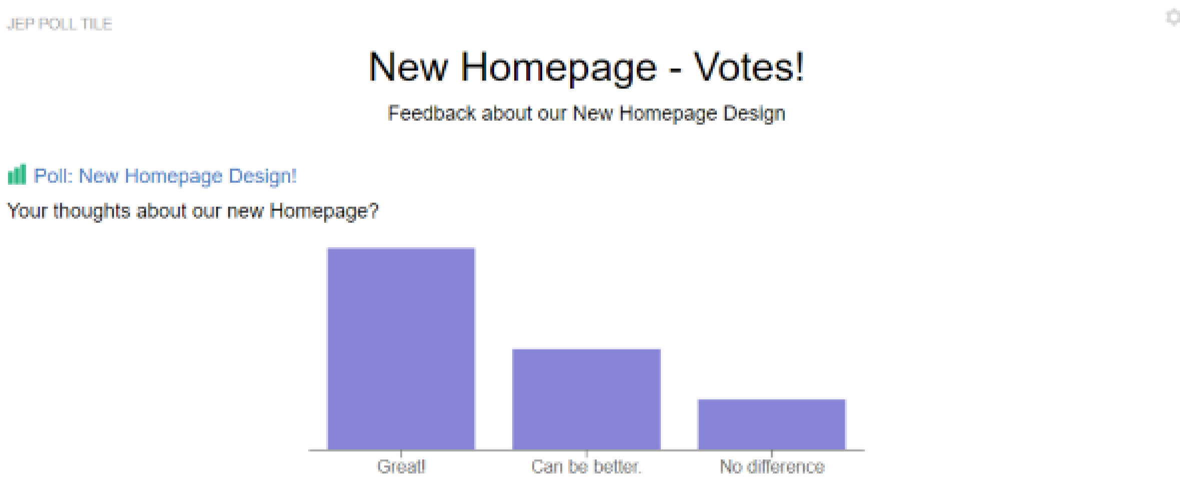


Figure 7: Jive Poll tile configuration options

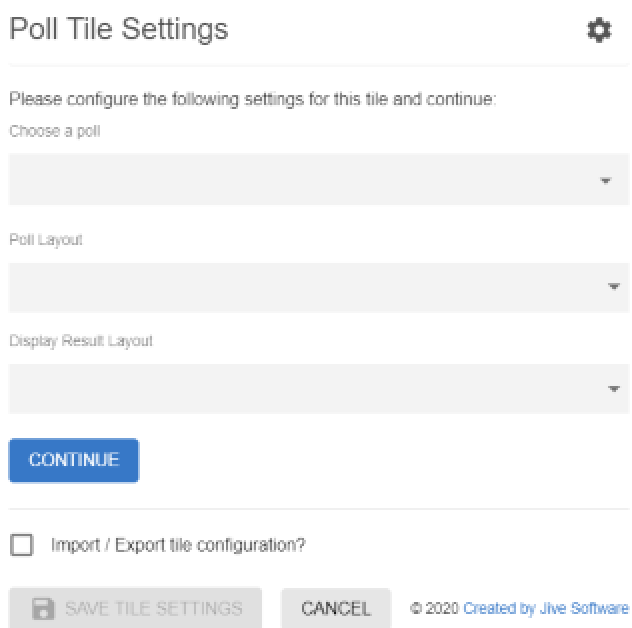
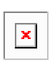
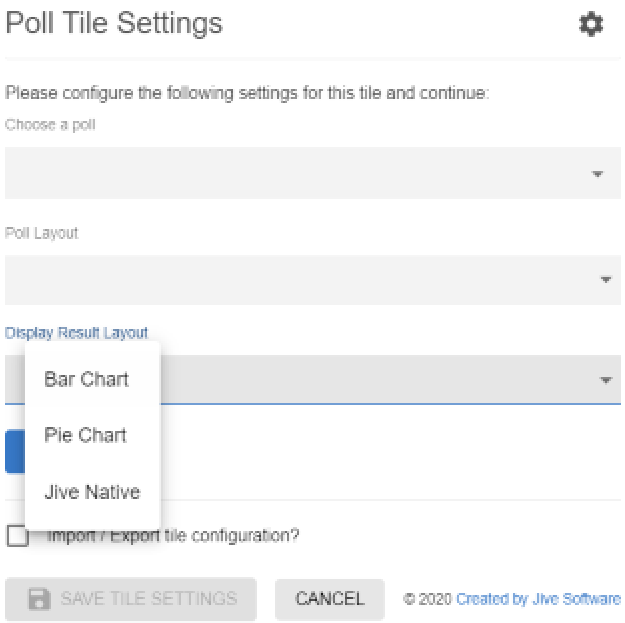


Figure 8: 



Installing Jive Poll Tile add-on

Jive Poll Tile is installed from the Add-ons page.

Fastpath: User interface: Your avatar > **Add-ons**

A user must have at least Manage System permissions to install add-ons.

1. In the user interface, click on your avatar in the upper-right corner, and then select **Add-ons** to open the Add-ons page.
2. On the **Add-ons** tab, select **All Add-ons** on the right, and then select **Available** at the center of the page to see all available add-ons.
3. Find **Jive Poll Tile** in the list and click **Install** next to it.
4. In the **Confirm Install** box, select if the add-on should be visible to all users:
   - Clicking **Install now** makes it available for all community users immediately.
   - Clicking **Preview** makes it available only to you. After you have verified the setup, you will need to make the add-on available to other community users.
5. To verify that the add-on is installed, go to **Add-ons** tab, then select **All Add-ons** > **Installed** and find the add-on in the list.

The Jive Poll Tile add-on is installed.

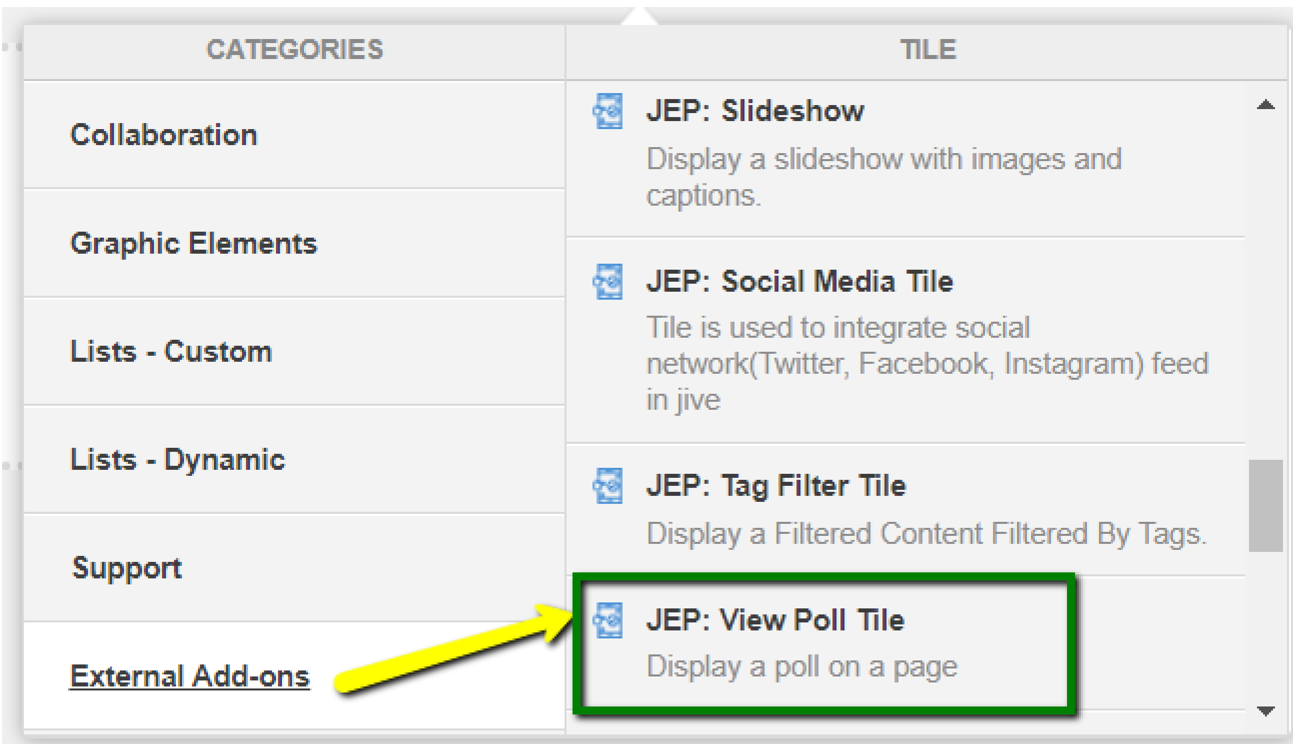
Creating Jive Poll tiles

Here you can find details on adding and configuring Jive Poll tiles.

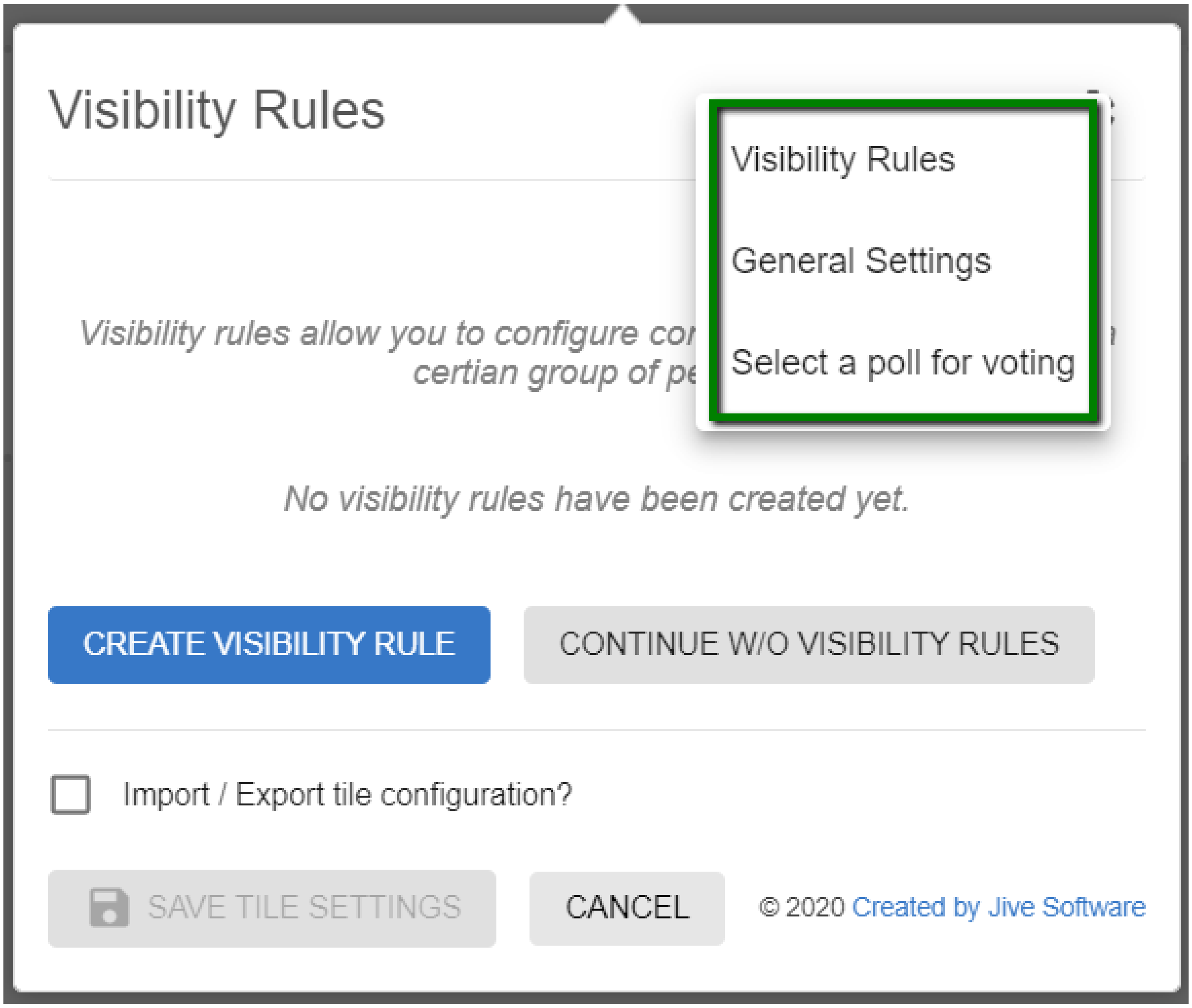
Adding Jive Poll tile

To add the tile to the page:

1. Go to the place where you want to add a new tile.
2. Open the relevant Activity or Custom page and edit it.
3. Click **Add a tile**.
4. Under **Categories**, select **External Add-ons**, then select **Jive Poll** under **Tiles**.



The tile is added to the page and you need to configure it. You can configure the tile anew or, if you already have similar tiles, copy the settings from another tile.



Configuring General Settings

To set up general tile settings:

1. Select **Gear Icon** > **General settings** .
2. Configure the general settings. For the detailed instructions, see General Settings of JEP tiles on page 162.
3. Click **Save Tile Settings**.

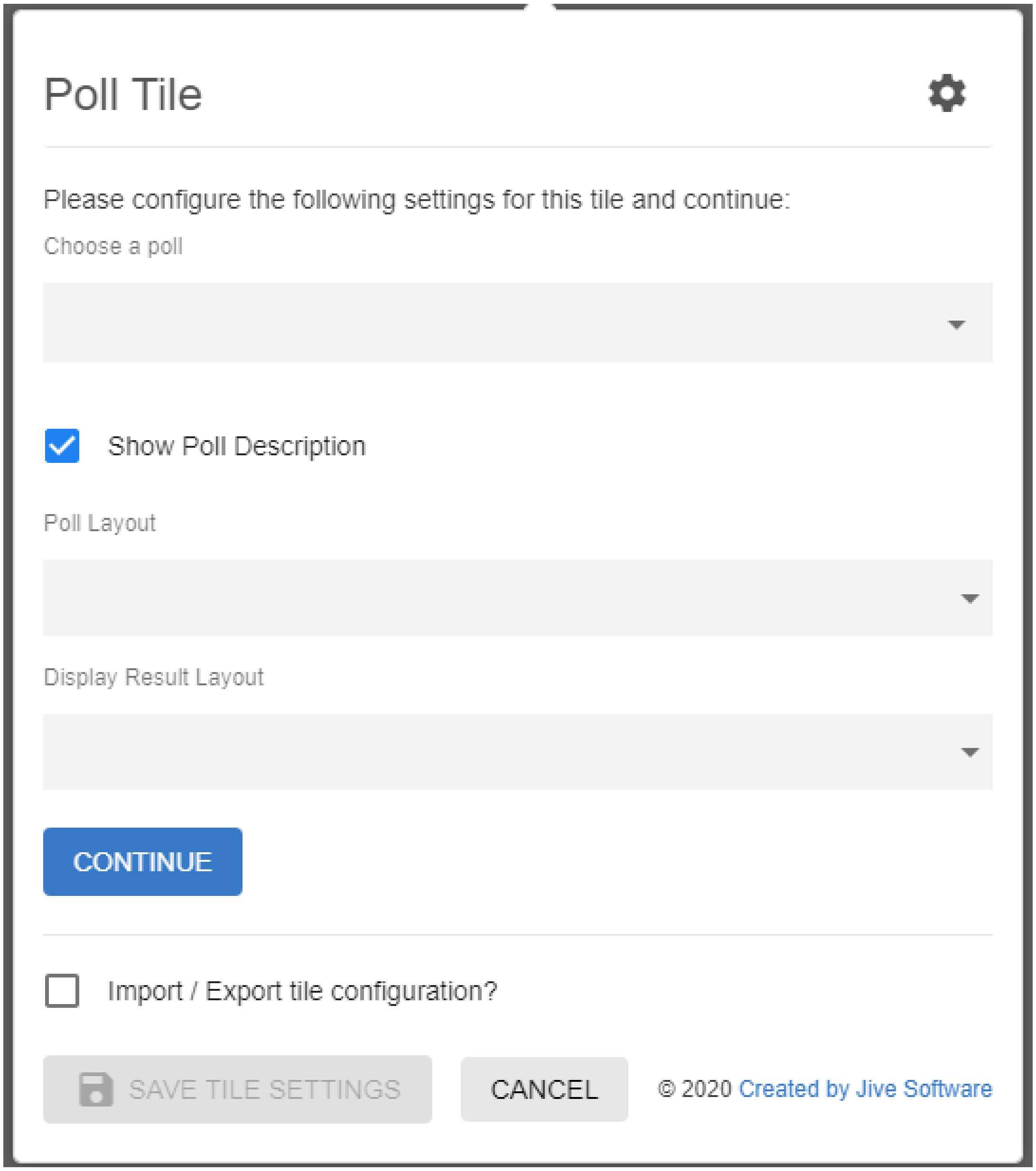
Configuring Visibility Rules

To set up general tile settings:

1. Select **Gear Icon** > **Visibility Rules** .
2. Configure a new visibility rule or select an existing one. For the detailed instructions on creating new rules, see Visibility Rules of JEP tiles on page 157.
3. Click **Save Tile Settings**.

Configuring Jive Poll tile-specific settings

To configure settings specific to Jive Poll tiles:



1. Click **the gear icon** > **Select a Poll for Voting** .
2. Choose a poll from any Jive place for displaying in the tile.
3. Select a poll layout:

Options	Description
Simplified Vote	Displays Choices as Radio buttons
Jive Native Vote	Displays Choices similar to the out-of-the-box behavior

4. In **Display Result Layout**, select an options to display the poll result layout from: Bar Graph, Pie Chart, and Jive Native layout.

   Note: When the tile is rendered, the labels in the graph along with vote counts are displayed on hovering over the graph details.

5. Click **Continue** to save the selected poll settings.
6. Click **Save Tile Settings**.

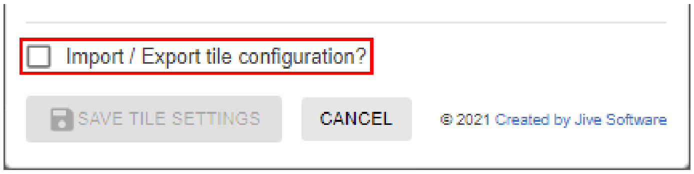
Jive Poll tile is configured successfully.

Copying settings from another tile

Use the currently configured settings of a tile in another environment or instance by using the **Import / Export tile configuration?** option.

Note: The Export/Import feature is also a great way to save previous configurations as a backup.

To copy settings from another tile of the same type:



Select **Import / Export tile configuration?** to copy or paste the entire tile configuration to another tile of the same type.

An example of Grid Layout tile

An Jive Poll may look like this.

Figure 9: Jive Polltile with Poll Layout: Simplified Vote

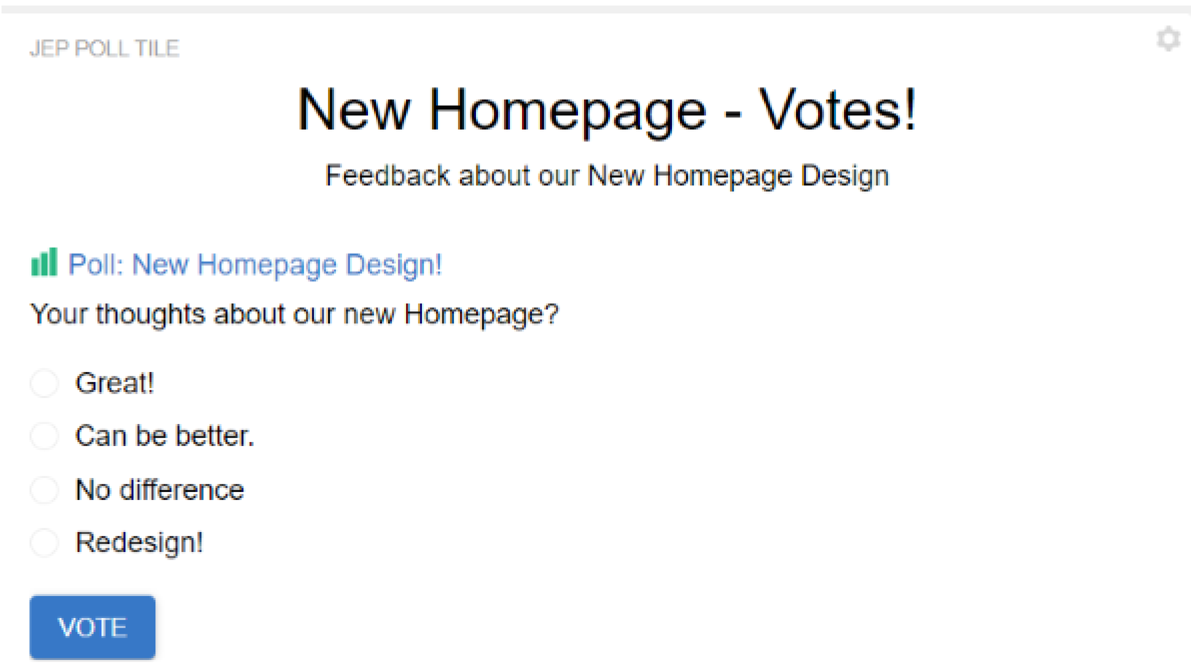


Figure 10: Jive Polltile with Poll Layout: Jive Native Vote

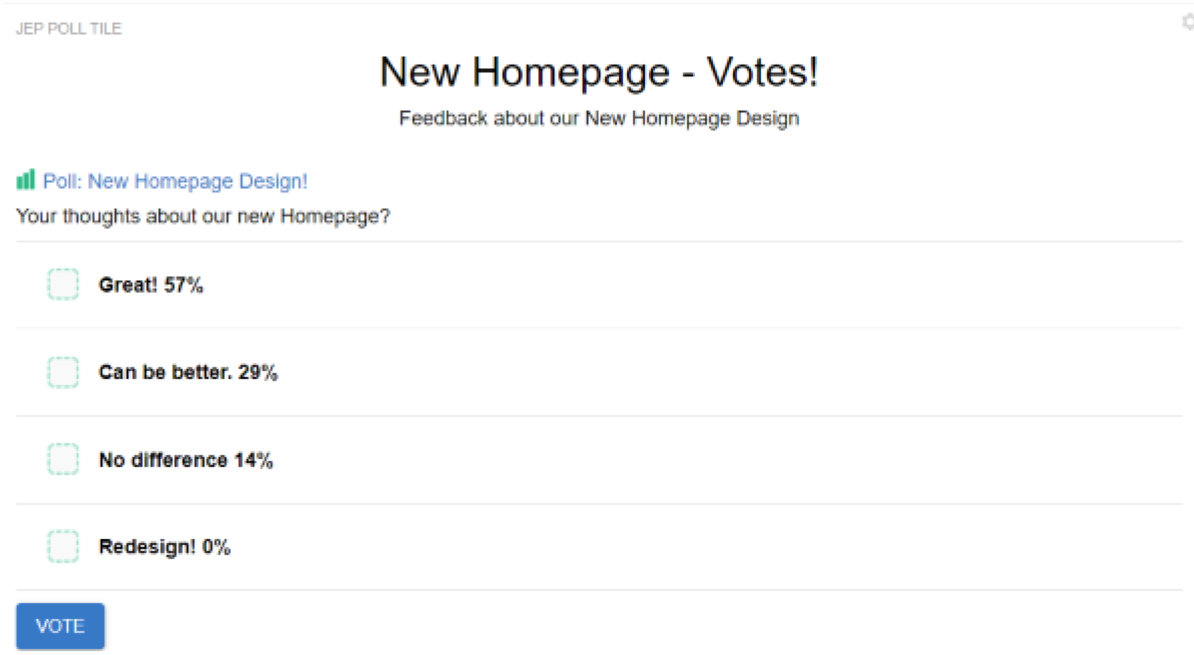


Figure 11: Jive Polltile with Display Result Layout: Bar Graph

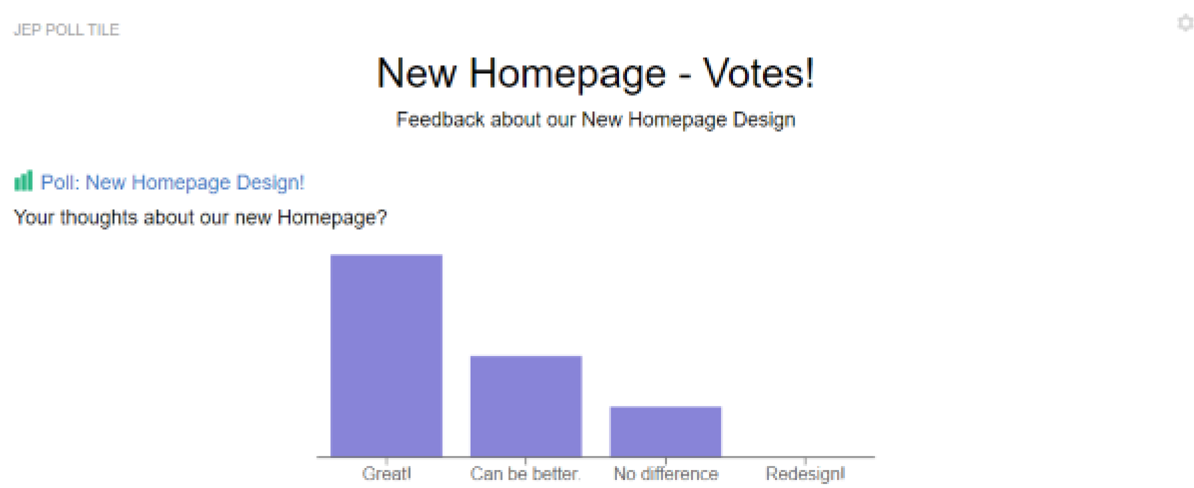


Figure 12: Jive Polltile with Display Result Layout: Pie Chart

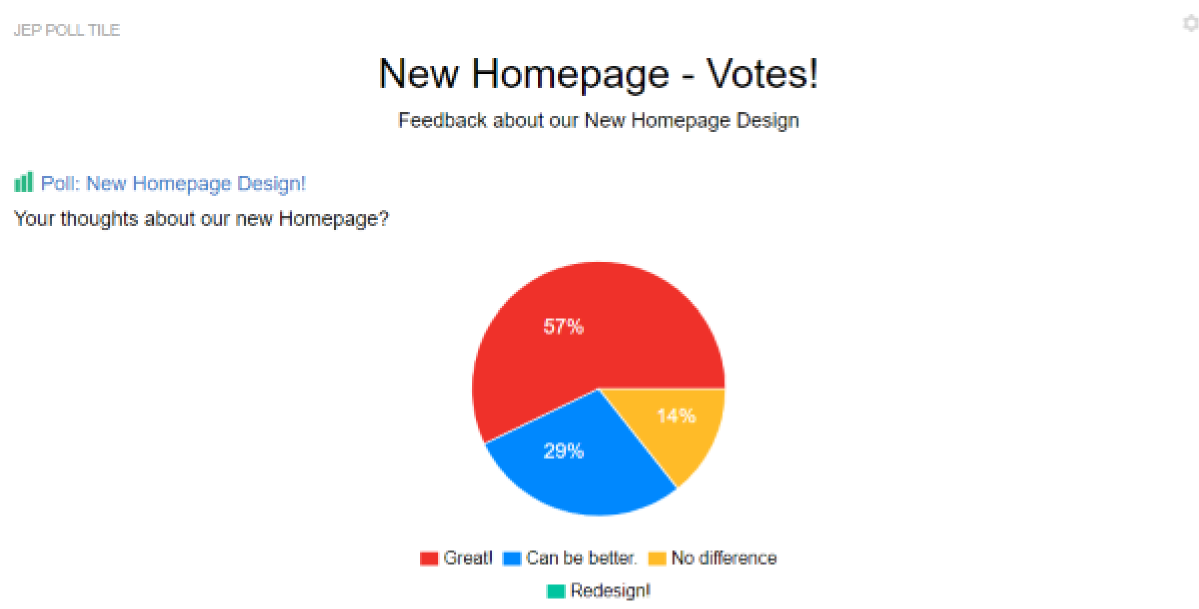
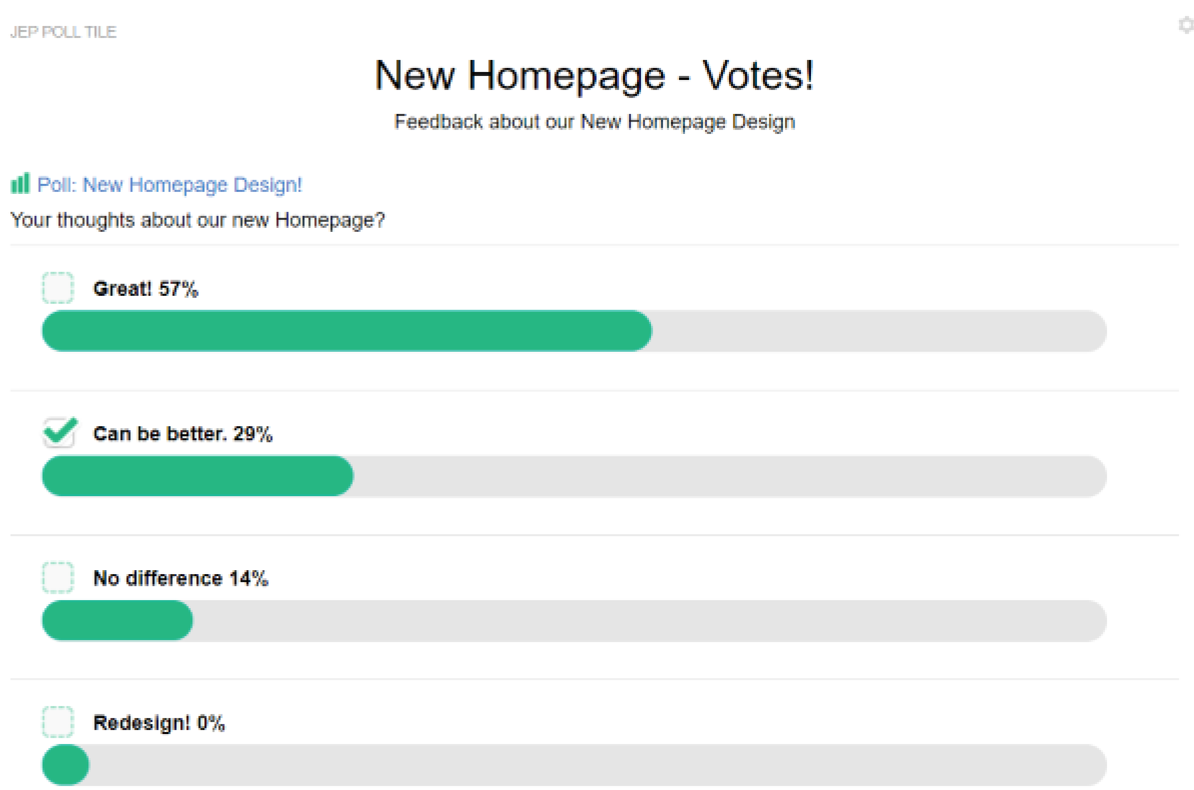


Figure 13: Jive Polltile with Display Result Layout: Jive Native



News Stream tile

The tile displays the push and custom streams configured on the News Page within the tile. This enables you to bring the same dynamic content as on the Home page to any other page in your community, like Department, Country, and Business Unit home pages.

News Stream tile allows:

- Pushing streams anywhere
- Pushing custom streams anywhere

Installing News Stream Tile add-on

Open a support with the Support to install and configure this tile.

Recent Content tile

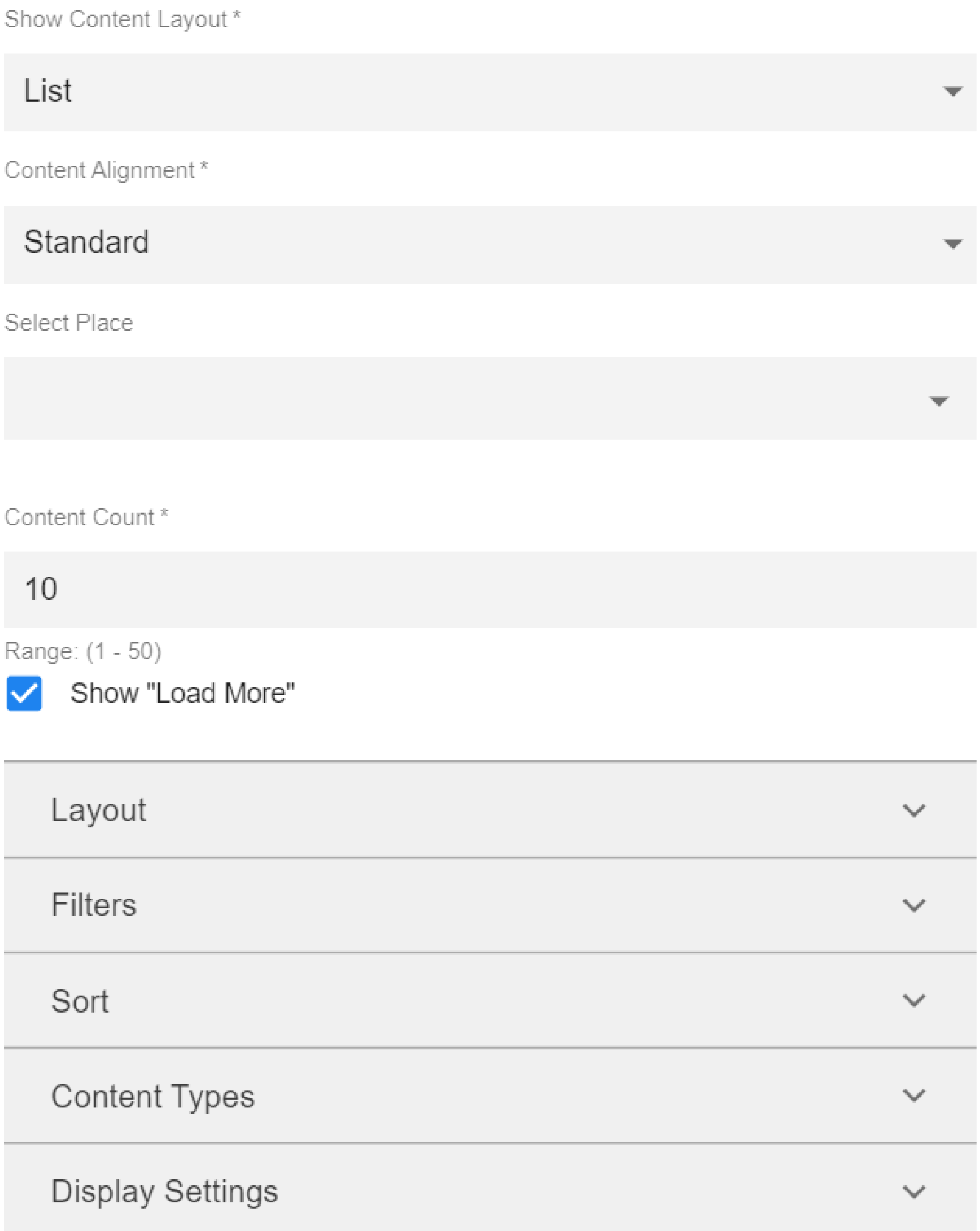
User-friendly and easy to configure tile that displays recent content from one or multiple places.

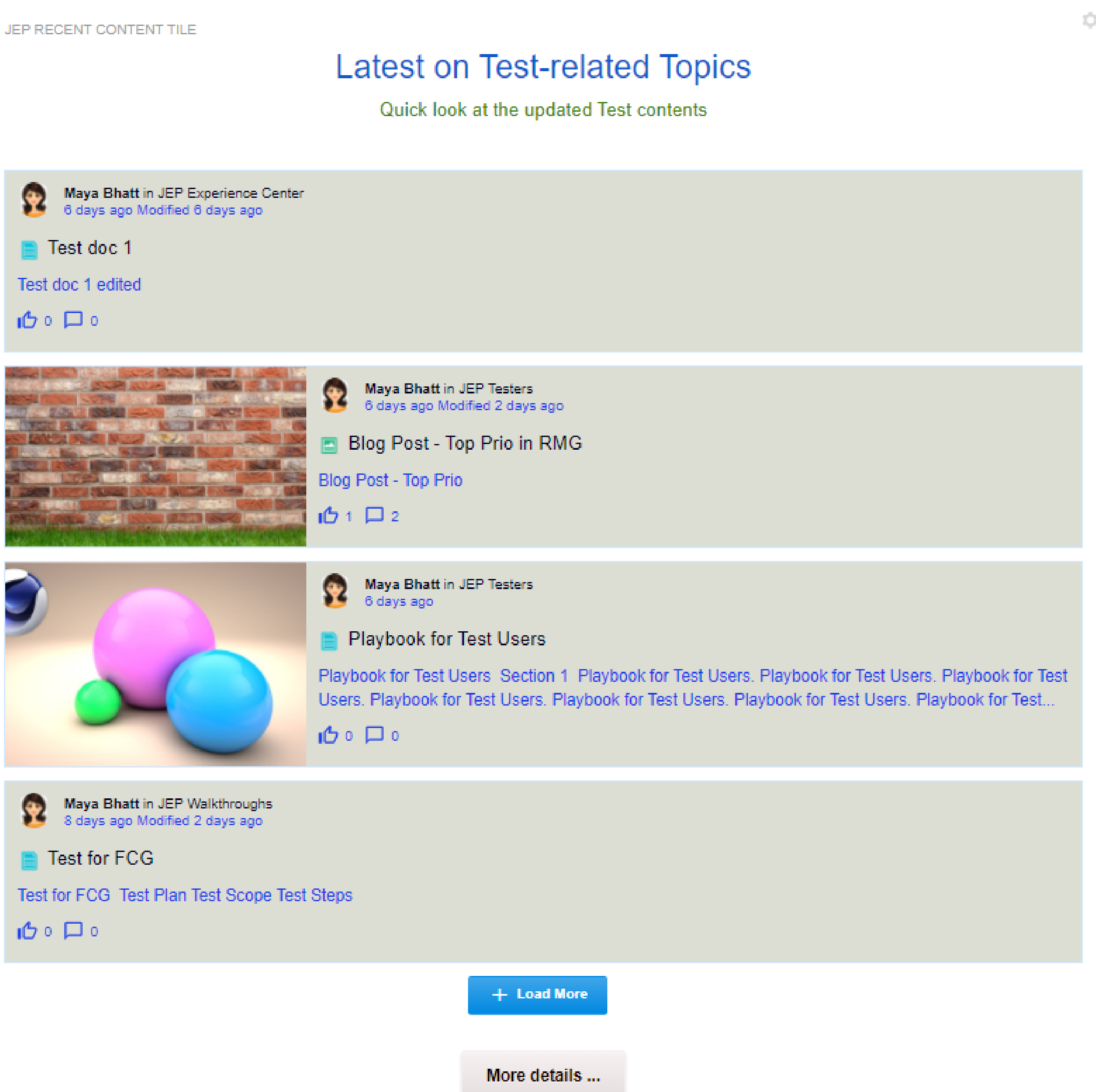
This tile allows users to filter by content type, search text string, tags, content actions (for example, Structured Outcomes). Additionally, it provides various layout options to display the content and its attributes, like showing or hiding author, title, and date details, number of comments and likes, content icons.

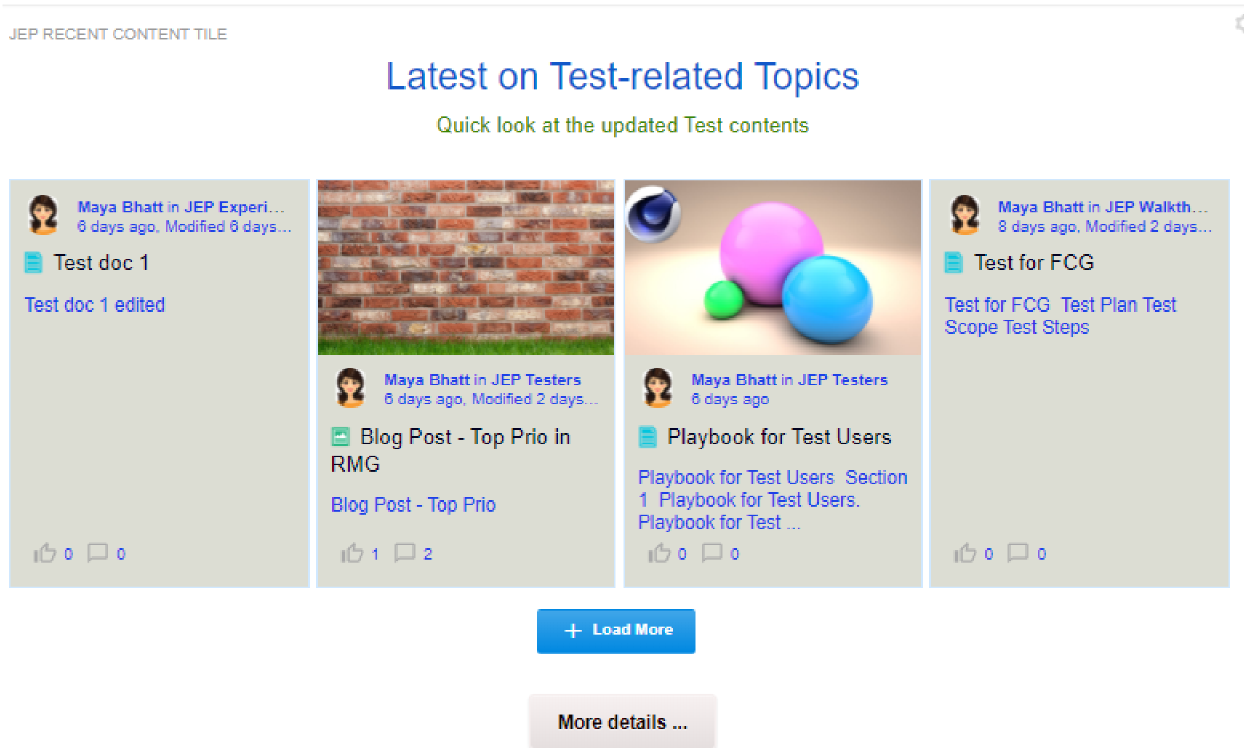
Recent Content tile:

- Displays recent content of one or multiple places
- Has configurable layouts and metadata
- Includes large amount of filters

Restriction: **Shared Content** cannot be displayed due to an API limitation.


Show Content Layout *
List
Content Alignment *
Standard
Select Place
Content Count *
10
Range: (1 - 50)
Show "Load More"
Layout
Filters
Sort
Content Types
Display Settings


JEP RECENT CONTENT TILE
Latest on Test-related Topics
Quick look at the updated Test contents
Maya Bhatt in JEP Experience Center
6 days ago Modified 6 days ago
Test doc 1
Test doc 1 edited
0 0
Maya Bhatt in JEP Testers
6 days ago Modified 2 days ago
Blog Post - Top Prio in RMG
Blog Post - Top Prio
1 2
Maya Bhatt in JEP Testers
6 days ago
Playbook for Test Users
Playbook for Test Users Section 1 Playbook for Test Users. Playbook for Test Users. Playbook for Test Users. Playbook for Test Users. Playbook for Test Users. Playbook for Test Users. Playbook for Test...
0 0
Maya Bhatt in JEP Walkthroughs
8 days ago Modified 2 days ago
Test for FCG
Test for FCG Test Plan Test Scope Test Steps
0 0
Load More
More details ...



Installing Recent Content Tile add-on

Open a support with the Support to install and configure this tile.

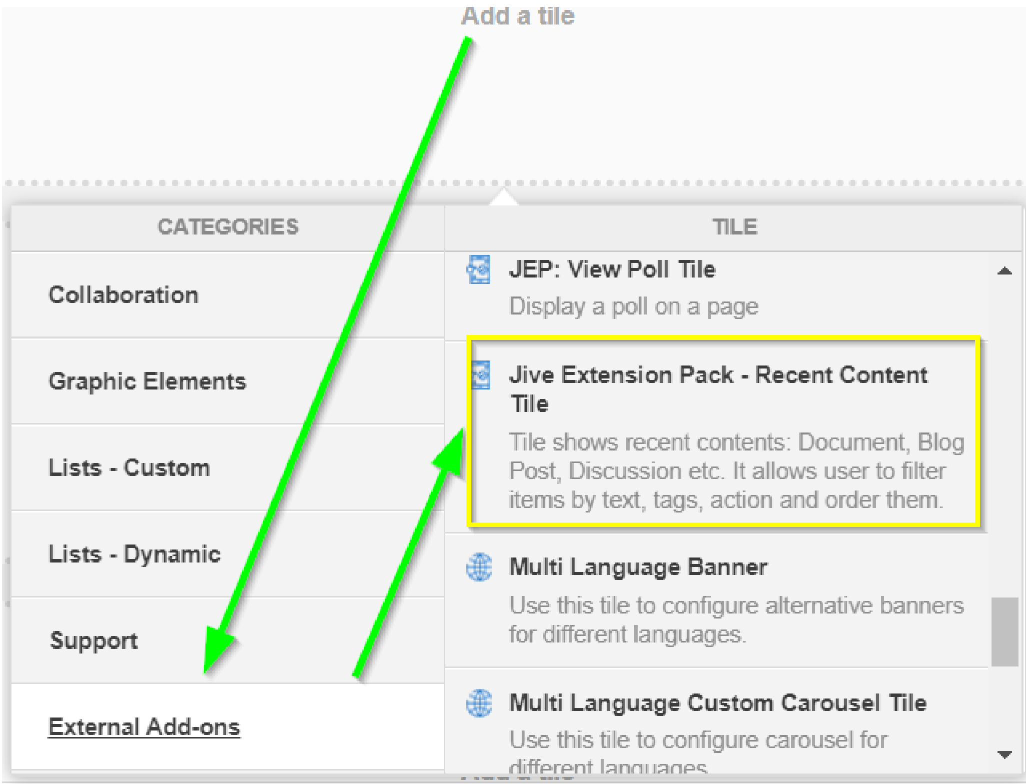
Creating Recent Content tiles

Here you can find details on adding and configuring Recent Content tiles.

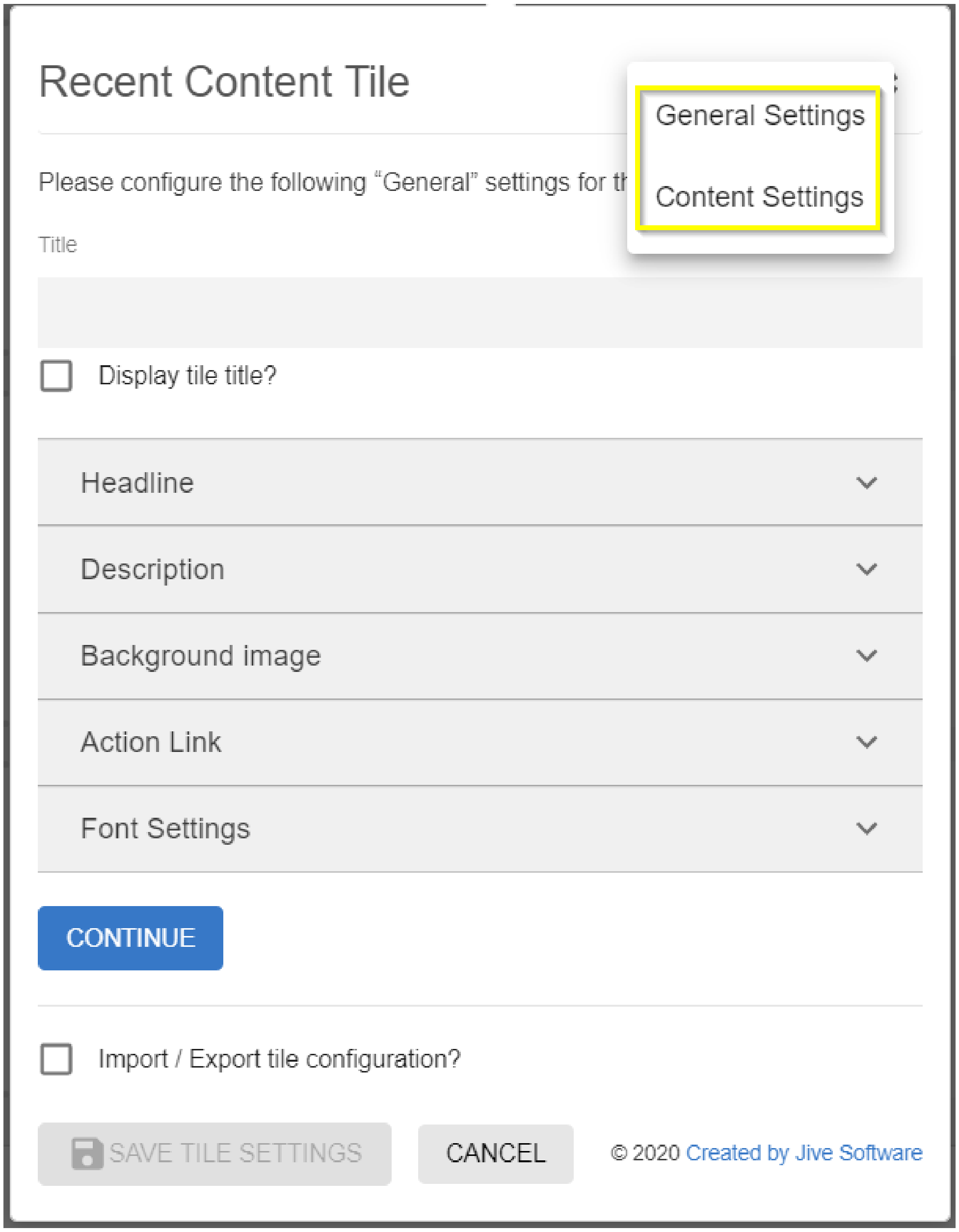
Adding Recent Content tile

To add the tile to the page:

1. Go to the place where you want to add a new tile.
2. Open the relevant Activity or Custom page and edit it.
3. Click **Add a tile**.
4. Under **Categories**, select **External Add-ons**, then select **JEP: Recent Content Tile** under **Tiles**.



The tile is added to the page and you need to configure it. You can configure the tile anew or, if you already have similar tiles, copy the settings from another tile.



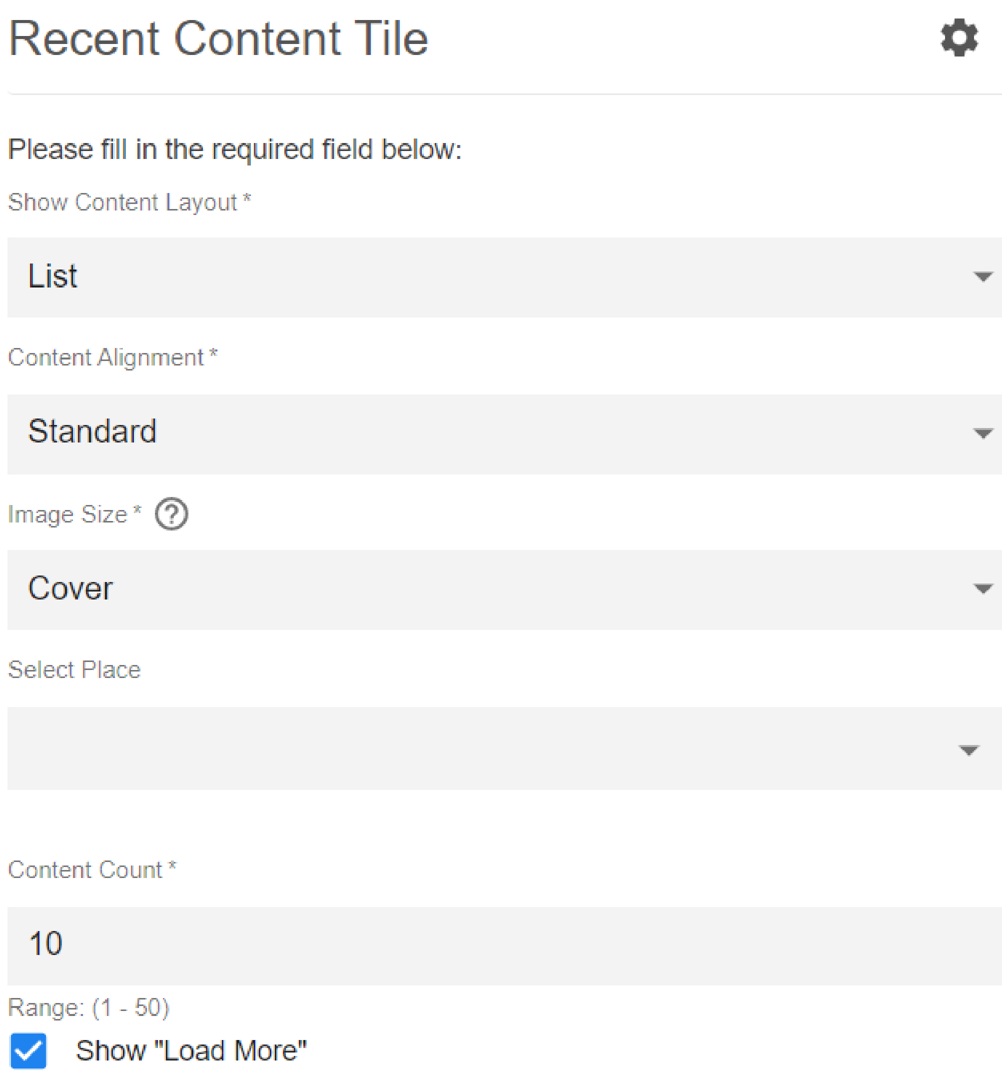
Configuring General Settings

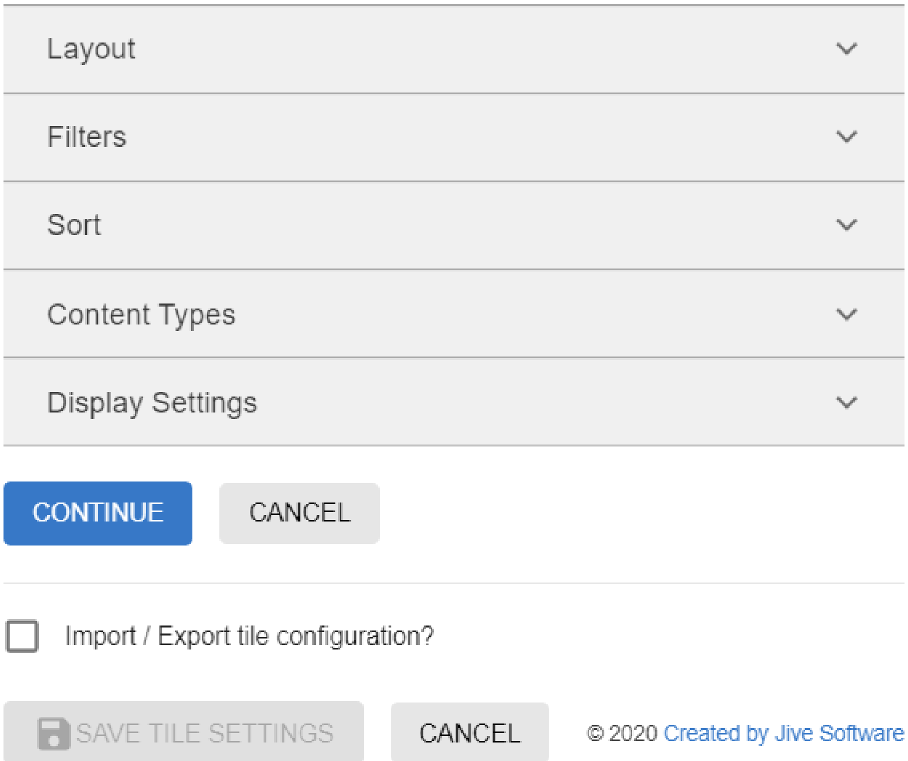
To set up general tile settings:

1. Select **Gear Icon** > **General settings** .
2. Configure the general settings. For the detailed instructions, see General Settings of JEP tiles on page 162.
3. Click **Save Tile Settings**.

Configuring Recent Content tile-specific settings

To configure settings specific to Recent Content tiles:





1. Click **the gear icon** > **Content Settings** .
2. Content Layout: Content can be displayed in two layouts:
   - Display as a **List**:
     - **Content Alignment**:
       - Standard (all images left)

         Inverted (images alternating left/right)
   - Display in **Grid** (Card) style:
     - **Grid Item Type**:
       - Dynamic (each card has its own height according to content).
       - Fixed (each card has the same fixed height).
     - Specify the number of **Grid Columns**.
3. **Image Size**:
   - Select **Cover** to fill the image area completely. Note the image may be cropped in the process.
   - Select **Contain** to shrink or expand the image to fit the within image area.

   In both cases the image aspect ratio is maintained.
4. Select **Place**: Next specify the Place(s) from where the results are to be searched.

5. **Content Count**: Provide the number of results to be displayed with/without the **Load More** option.
6. **Layout**: Choose the colors for displaying the results – contents, background, and border.
7. **Filters**: Select the relevant Filter(s) for displaying the results – by Text string, Tag, or Action.
8. **Sort**: Specify the order of results to be sorted.
9. **Content Types**: Choose the Jive content types to be searched and displayed.
10. **Display Settings**: Select the content attributes to be displayed in the results.
11. Click **Continue**.

    Recent Content tile is saved successfully.

12. Click **Save Tile Settings**.

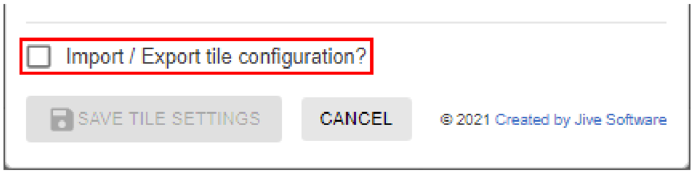
Recent Content tile is configured successfully.

Copying settings from another tile

Use the currently configured settings of a tile in another environment or instance by using the **Import / Export tile configuration?** option.

Note: The Export/Import feature is also a great way to save previous configurations as a backup.

To copy settings from another tile of the same type:



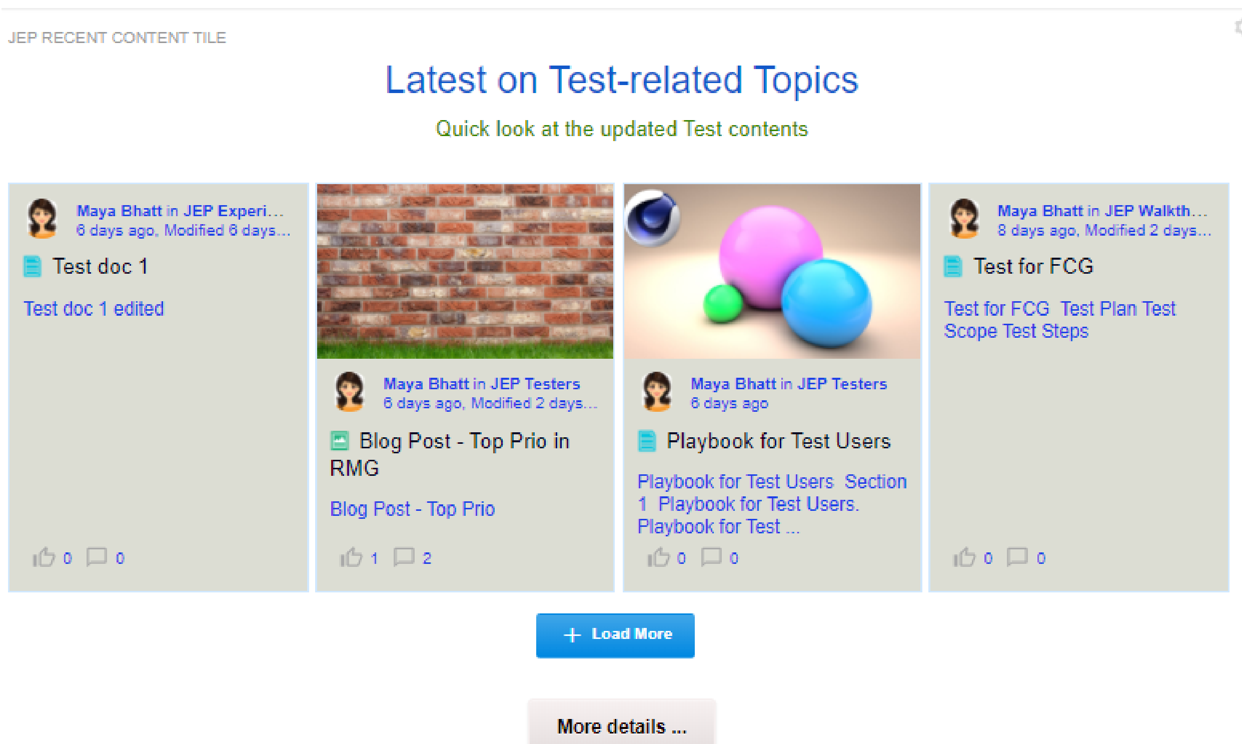
Select **Import / Export tile configuration?** to copy or paste the entire tile configuration to another tile of the same type.

An example of Recent Content tile

An Recent Content may look like this.

Recent Content in the grid layout

Figure 14: Recent Content in grid layout



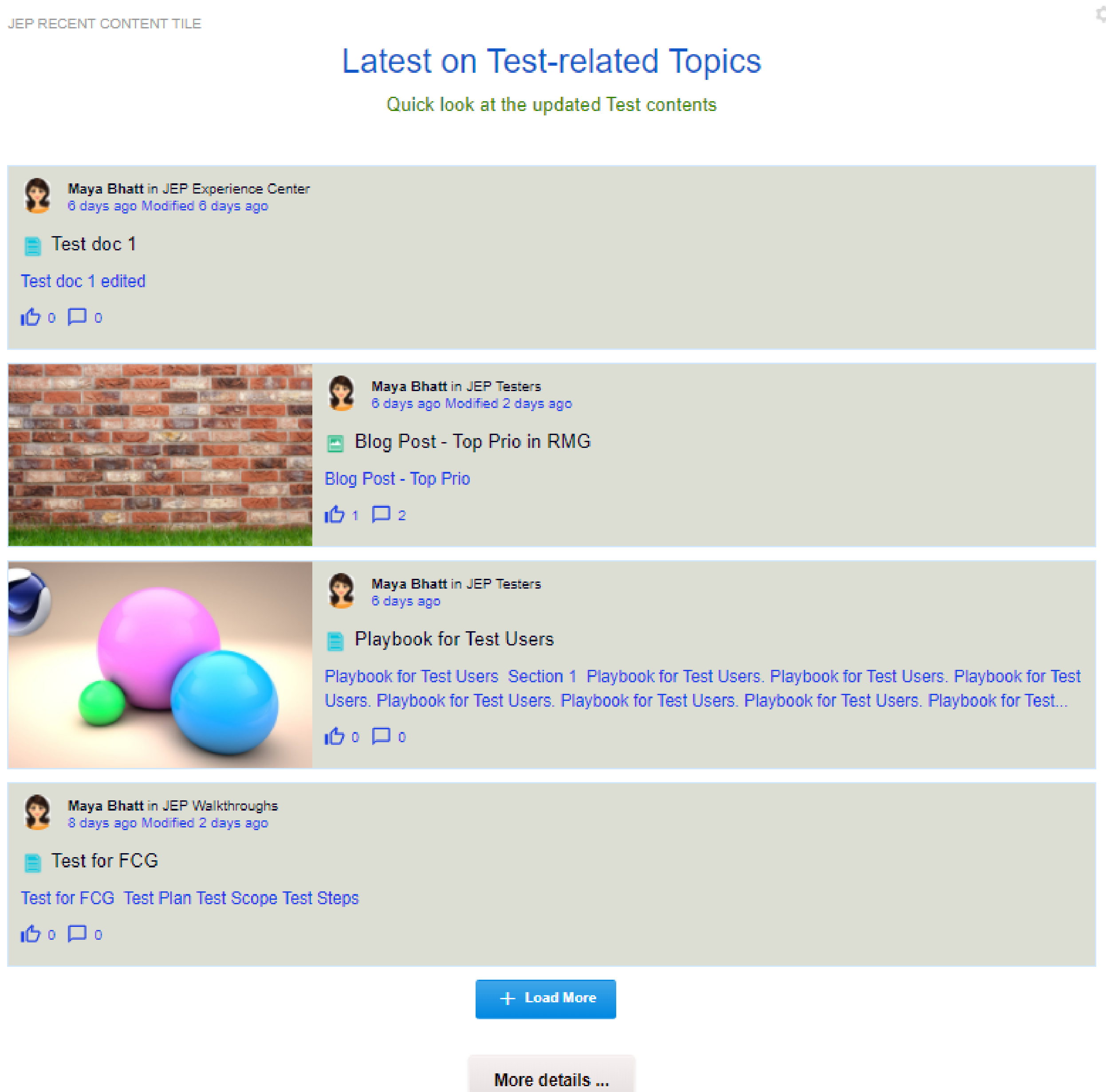
- **General Settings**:
  - **Tile Title**: `JEP Recent Content Tile`
    - **Display Tile Title**: Enabled
  - **Headline**: **Latest on Test-related Topics** (centrally aligned)

    - **Description**: `Quick look at the updated Test contents`
    - Action button **More details** with link enabled
- **Content Settings**
    - Displayed in **Fixed Grid** style
        - **Column count**: 4 with the **Load More** option enabled
    - **Content Types**: All are enabled

The configuration example is attached: Recent Content – Sample1.txt

Recent Content in the list layout

Figure 15: Recent Content in the list layout



- **General Settings**:
  - **Tile Title**: `JEP Recent Content Tile`
    - **Display Tile Title**: Enabled
  - **Headline**: `Latest on Test-related Topics` (centrally aligned)

    - **Description**: `Quick look at the updated Test contents`
    - Action button **More details** with link enabled
- **Content Settings**:
    - Displayed in **List - Standard** style
        - **Column count**: 4 with the **Load More** option enabled
    - **Content Types**: All are enabled

The configuration example is attached: Recent Content – Sample2.txt

RSS tile

Simple, easy-to-configure tile used to display unauthenticated (public) RSS feeds to your community pages.

RSS tile:

- Has two layouts to choose from with Various settings
- Supports for feed images

Figure 16: RSS tile in hero column

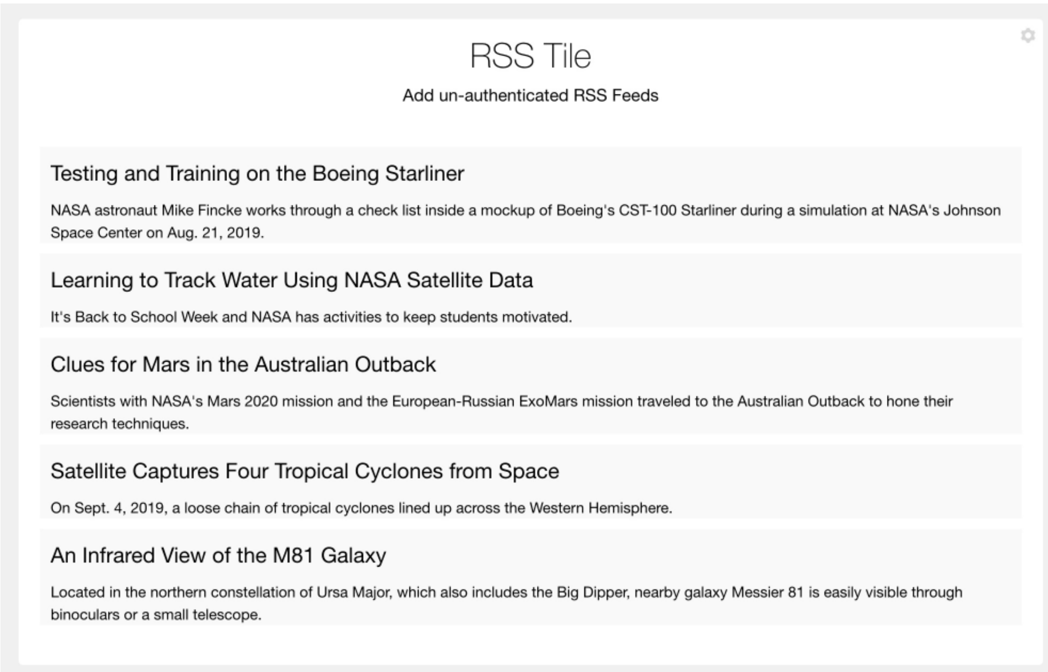
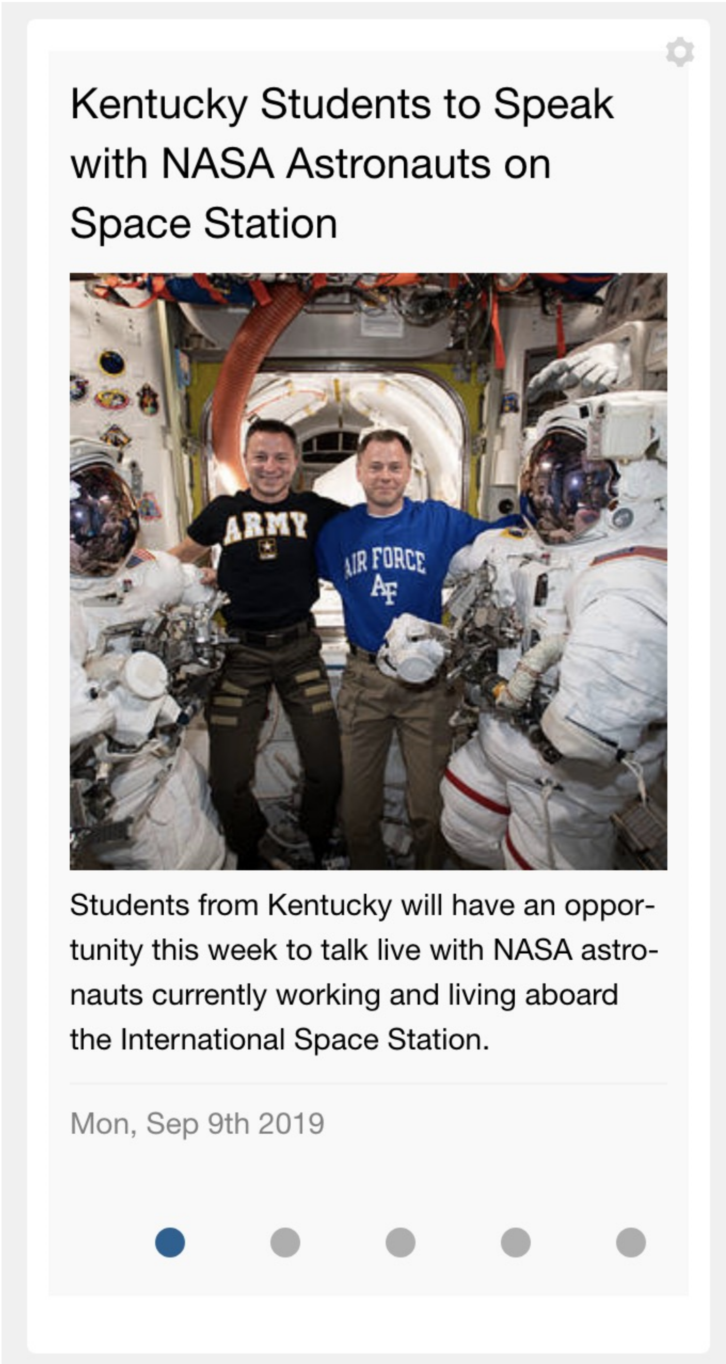


Figure 17: RSS tile in wide column

Figure 18: RSS tile in narrow column



Installing RSS Tile add-on

RSS Tile is installed from the Add-ons page.

Fastpath: **User interface: Your avatar** > **Add-ons**

A user must have at least Manage System permissions to install add-ons.

1. In the user interface, click on your avatar in the upper-right corner, and then select **Add-ons** to open the Add-ons page.
2. On the **Add-ons** tab, select **All Add-ons** on the right, and then select **Available** at the center of the page to see all available add-ons.
3. Find **RSS Tile** in the list and click **Install** next to it.
4. In the **Confirm Install** box, select if the add-on should be visible to all users:
    - Clicking **Install now** makes it available for all community users immediately.
    - Clicking **Preview** makes it available only to you. After you have verified the setup, you will need to make the add-on available to other community users.
5. To verify that the add-on is installed, go to **Add-ons** tab, then select **All Add-ons** > **Installed** and find the add-on in the list.

The RSS Tile add-on is installed.

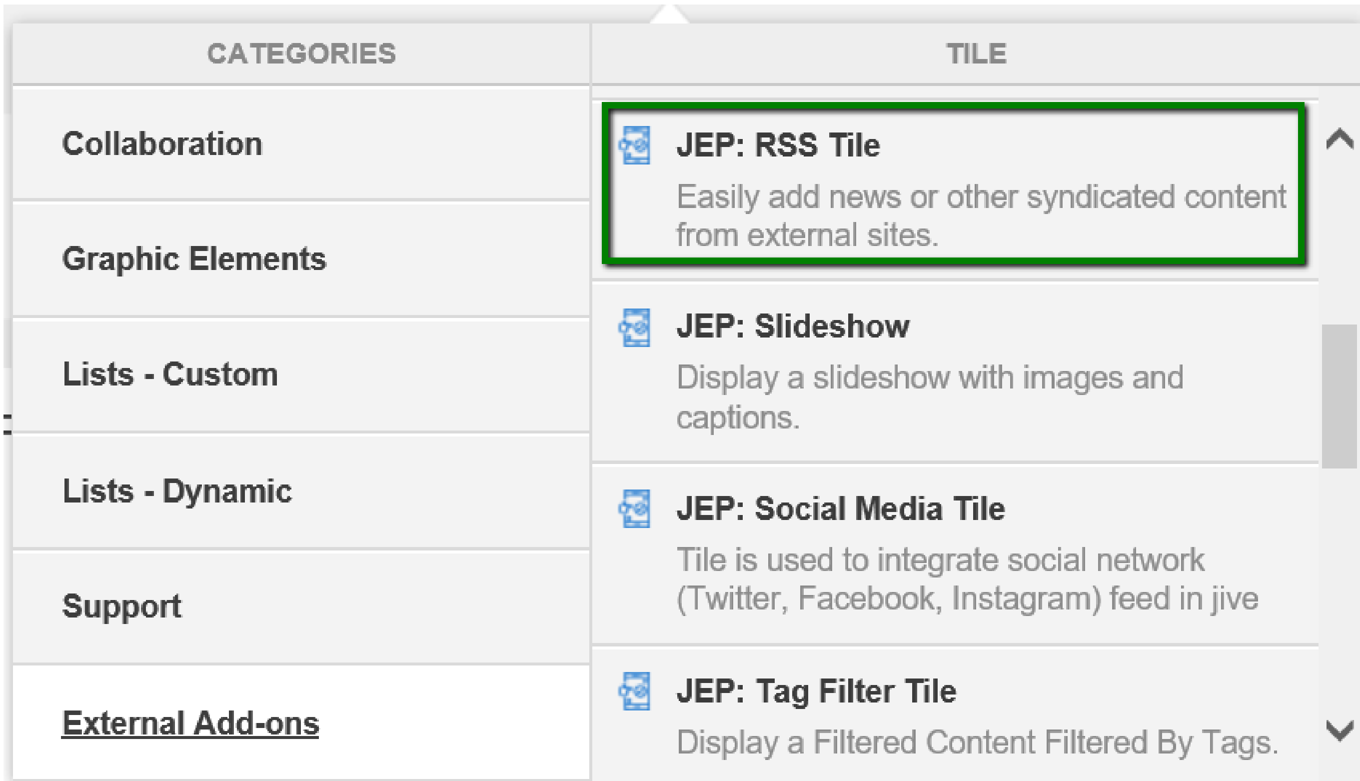
Creating RSS tiles

Here you can find details on adding and configuring RSS tiles.

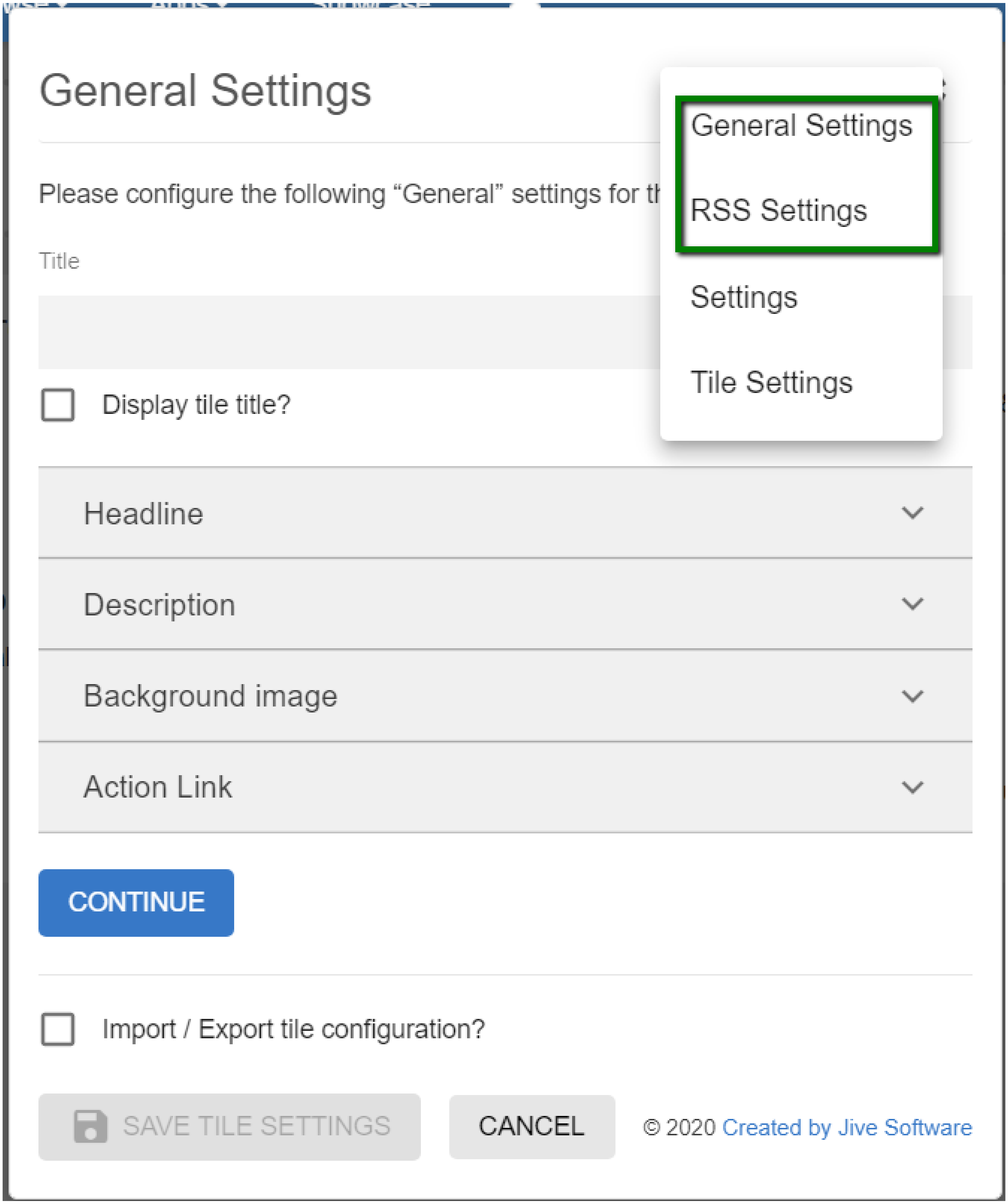
Adding RSS tile

To add the tile to the page:

1. Go to the place where you want to add a new tile.
2. Open the relevant Activity or Custom page and edit it.
3. Click **Add a tile**.
4. Under **Categories**, select **External Add-ons**, then select **JEP: RSS Tile** under **Tiles**.



The tile is added to the page and you need to configure it. You can configure the tile anew or, if you already have similar tiles, copy the settings from another tile.


General Settings
Please configure the following "General" settings for th
Title
Display tile title?
General Settings
RSS Settings
Settings
Tile Settings
Headline
Description
Background image
Action Link
CONTINUE
Import / Export tile configuration?
SAVE TILE SETTINGS
CANCEL
© 2020 Created by Jive Software

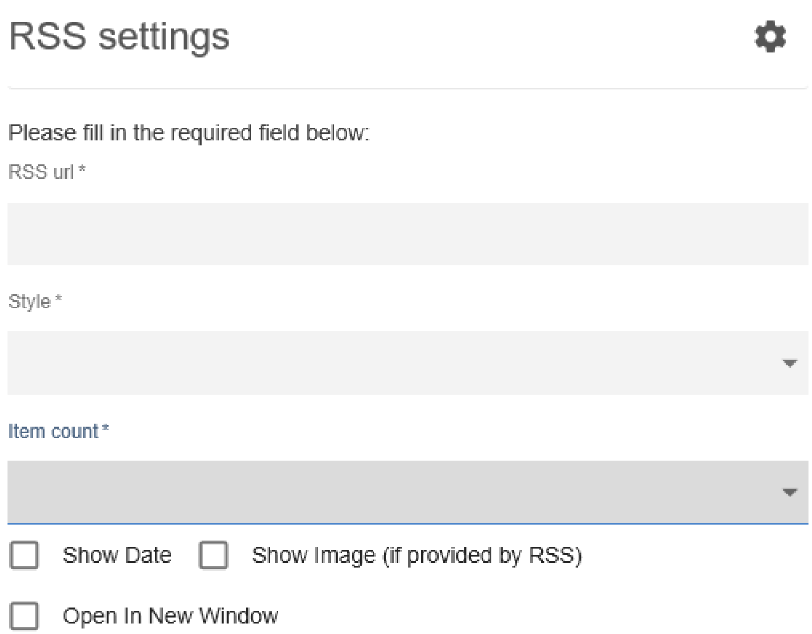
Configuring General Settings

To set up general tile settings:

1. Select **Gear Icon** > **General settings** .
2. Configure the general settings. For the detailed instructions, see General Settings of JEP tiles on page 162.
3. Click **Save Tile Settings**.

Configuring RSS tile-specific settings

To configure settings specific to RSS tiles:



1. Click **the gear icon** > **RSS Settings** .
2. Provide the following details:

Options	Description
RSS url	Provide a valid RSS feed URL.
Style	Select any of the feed display options as required: **Headlines only** / **Full content** / **News Carousel**.
Item count	Specify the number of items to be displayed for the RSS feed.
Show Date	Enable to display the date of the items in feed.
Show Image	Enable (if provided by RSS) to display the images, if any, for the items in the feed.
Open in a New Window	Enable to view the item details in a new window when the item link is selected.

3. Verify the RSS Tile screen to ensure that the configurations are completed successfully.
4. Click **Save Tile Settings**.

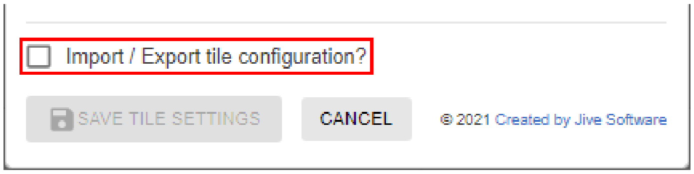
RSS tile is configured successfully.

Copying settings from another tile

Use the currently configured settings of a tile in another environment or instance by using the **Import / Export tile configuration?** option.

Note: The Export/Import feature is also a great way to save previous configurations as a backup.

To copy settings from another tile of the same type:

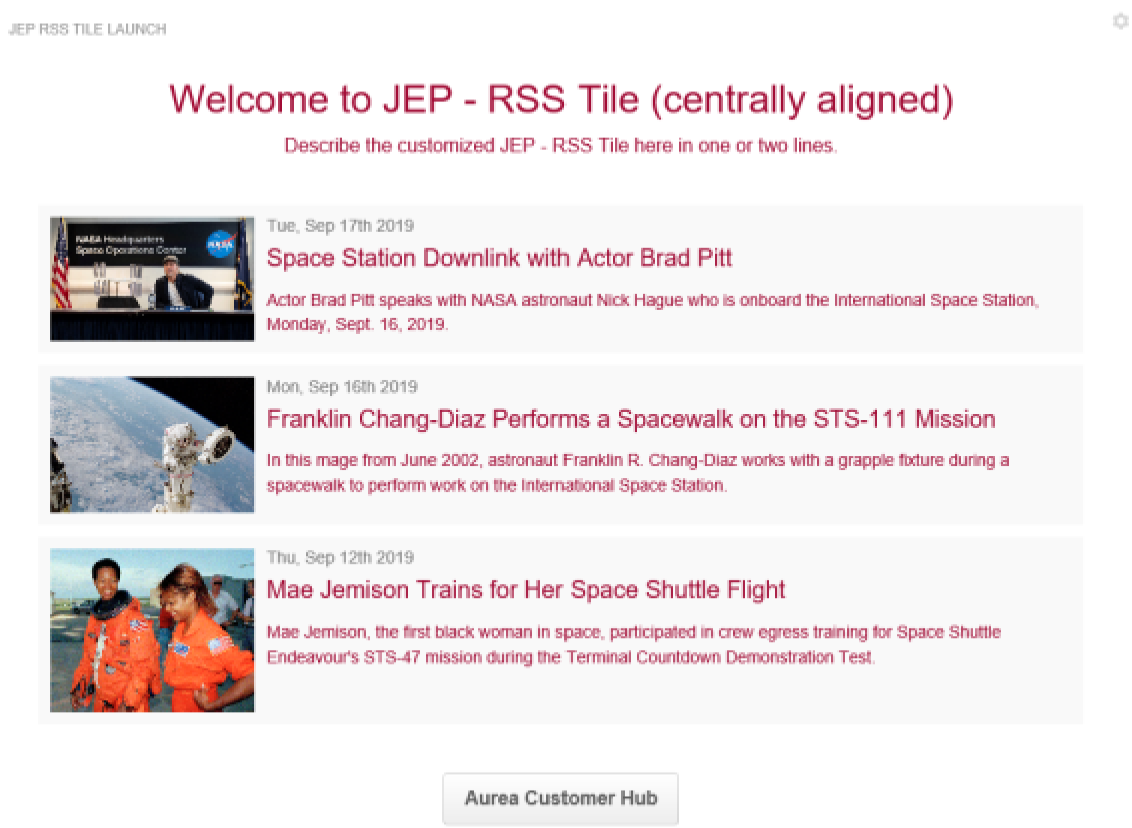


Select **Import / Export tile configuration?** to copy or paste the entire tile configuration to another tile of the same type.

An example of RSS tile

An RSS may look like this.

Figure 19: RSS tile example



- **General Settings**:
  - **Title**: `Main Title for the RSS Tile`
  - **Display tile title?**: Enabled
  - **Headline**: `Welcome to JEP - RSS Tile (centrally aligned)`
  - **Headline Alignment**: Center
  - **Description**: `Describe the customized RSS Tile here in one or two lines.`
  - **Background Image URL**

- **Background position**: Top center
- **Padding**: 25px (all around)
- **Action label with Action URL**: `AureaWorks News` with link URL
- **Open link in new window?**: Enabled
- **Action Alignment**: Center

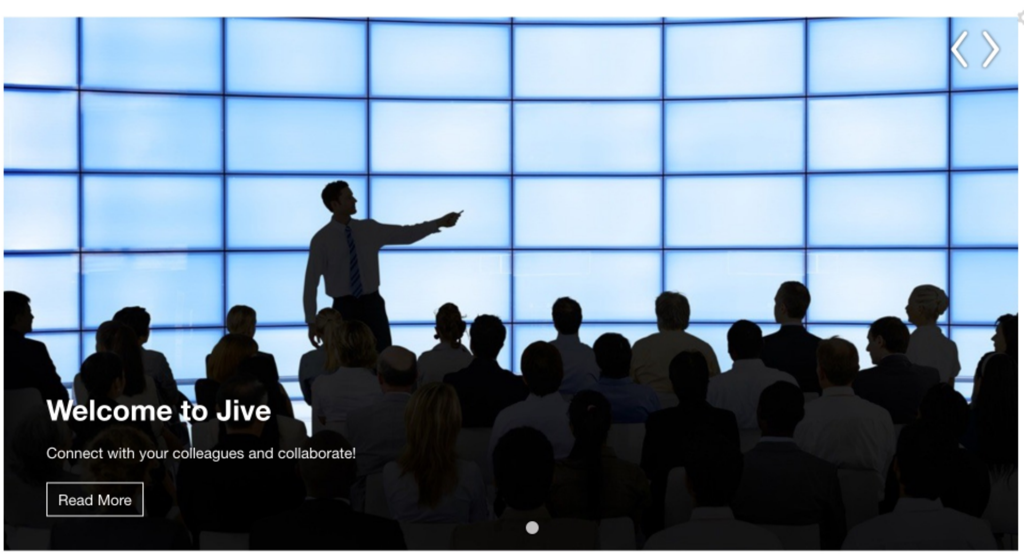
- **RSS Settings**:
  - **RSS url**: https://www.nasa.gov/rss/dyn/lg_image_of_the_day.rss
  - **Style**: Full content
  - **Item count**: 3
  - **Show Date**: Enabled
  - **Show image**: Enabled
  - **Open in New Window**: Enabled

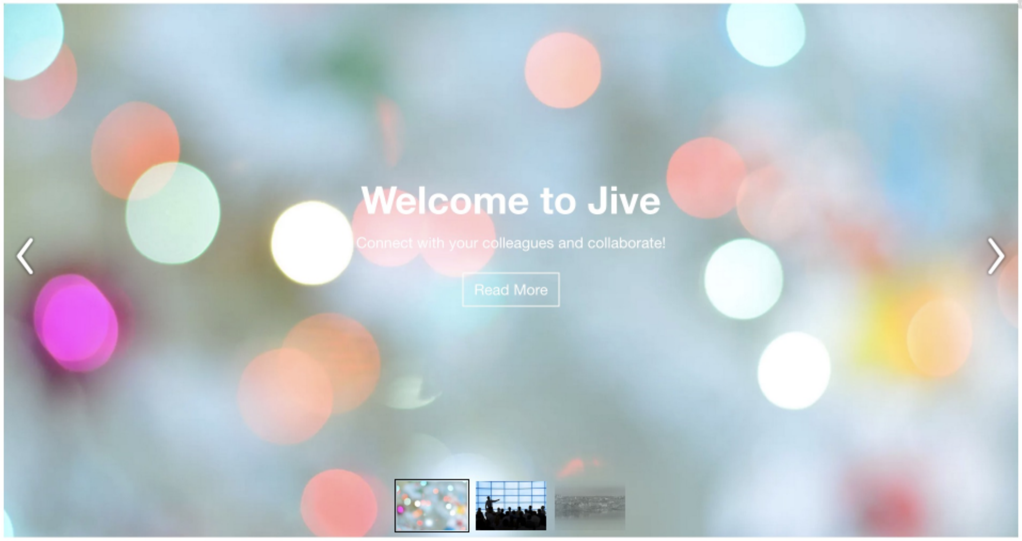
Slideshow tile

Beautiful and versatile tile that makes it easy to highlight information in your community. The tile provides a variety of layouts and configurations to ensure maximum configurability for your needs.

Slideshow tile has:

- Beautiful layout
- Various designs
- Flexible configuration





Installing Slideshow Tile add-on

Slideshow Tile is installed from the Add-ons page.

Fastpath: User interface: Your avatar > **Add-ons**

A user must have at least Manage System permissions to install add-ons.

1. In the user interface, click on your avatar in the upper-right corner, and then select **Add-ons** to open the Add-ons page.
2. On the **Add-ons** tab, select **All Add-ons** on the right, and then select **Available** at the center of the page to see all available add-ons.
3. Find **Slideshow Tile** in the list and click **Install** next to it.
4. In the **Confirm Install** box, select if the add-on should be visible to all users:
   - Clicking **Install now** makes it available for all community users immediately.
   - Clicking **Preview** makes it available only to you. After you have verified the setup, you will need to make the add-on available to other community users.
5. To verify that the add-on is installed, go to **Add-ons** tab, then select **All Add-ons** > **Installed** and find the add-on in the list.

The Slideshow Tile add-on is installed.

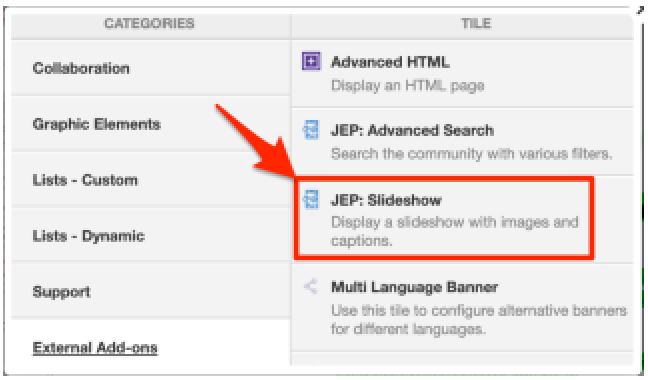
Creating Slideshow tiles

Here you can find details on adding and configuring Slideshow tiles.

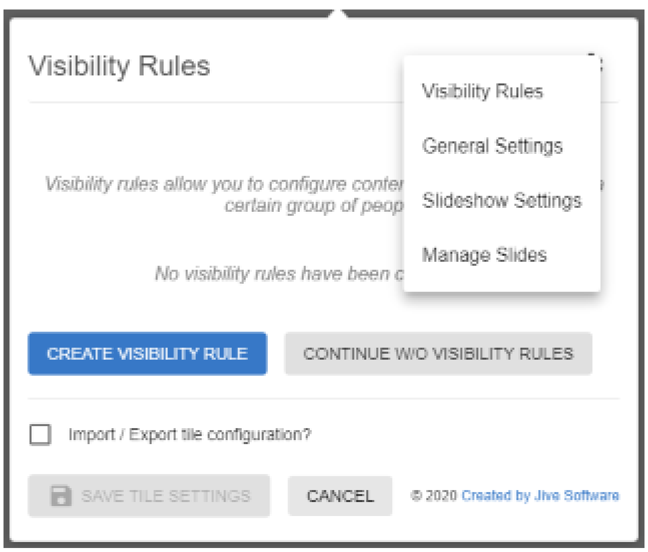
Adding Slideshow tile

To add the tile to the page:

1. Go to the place where you want to add a new tile.
2. Open the relevant Activity or Custom page and edit it.
3. Click **Add a tile**.
4. Under **Categories**, select **External Add-ons**, then select **JEP: Slideshow** under **Tiles**.



The tile is added to the page and you need to configure it. You can configure the tile anew or, if you already have similar tiles, copy the settings from another tile.



Configuring General Settings

To set up general tile settings:

1. Select **Gear Icon** > **General settings** .
2. Configure the general settings. For the detailed instructions, see General Settings of JEP tiles on page 162.
3. Click **Save Tile Settings**.

Configuring Visibility Rules

To set up general tile settings:

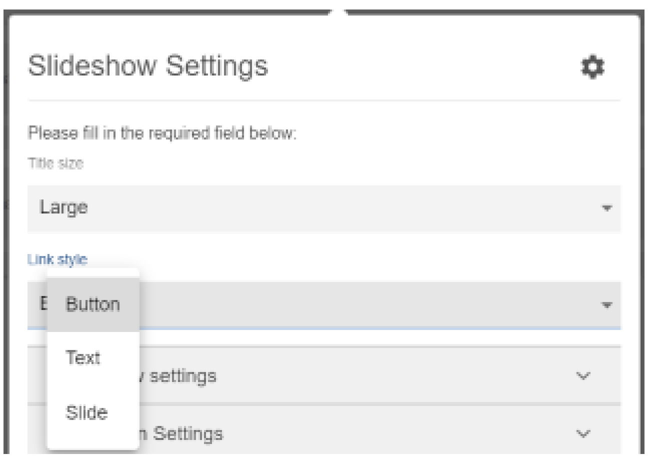
1. Select **Gear Icon** > **Visibility Rules** .
2. Configure a new visibility rule or select an existing one. For the detailed instructions on creating new rules, see Visibility Rules of JEP tiles on page 157.
3. Click **Save Tile Settings**.

Configuring Slideshow tile-specific settings

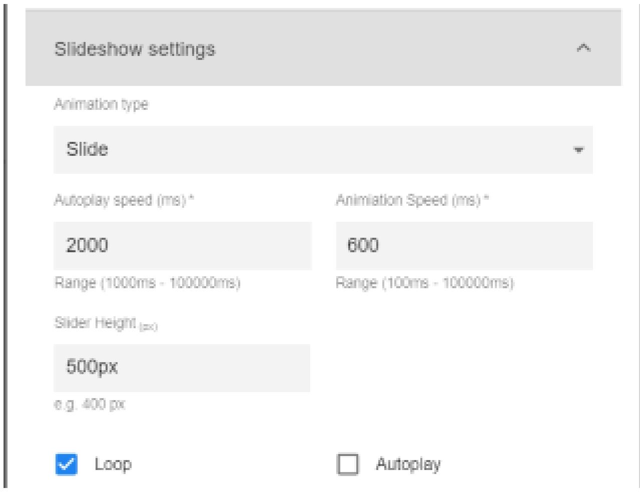
To configure settings specific to Slideshow tiles:

Configuring **Slideshow Settings** of Slideshow tile

1. Click **the gear icon** > **Slideshow Settings** .
2. Specify **Image Overlay** settings: Select **Title size**, **Link style** (Button, Text, Slide).

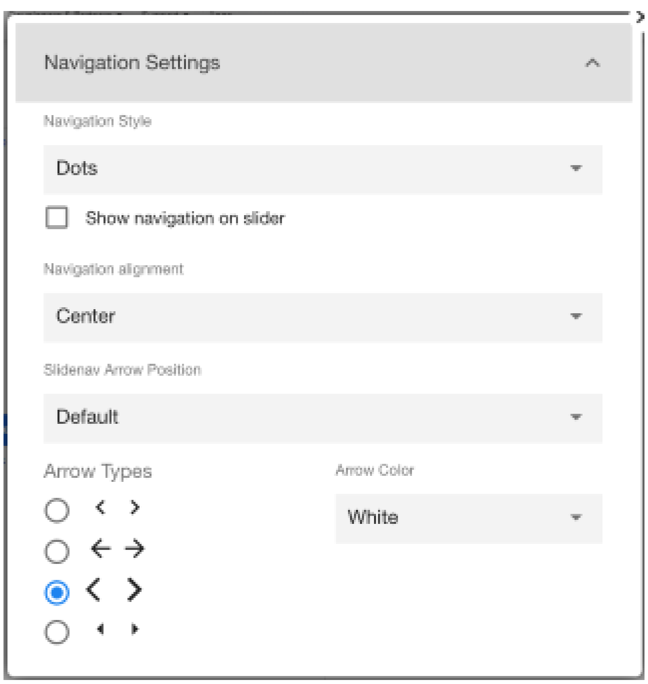


3. Set Animation settings using different options available:



- **Animation type**: Slide / Fade
- **Autoplay speed** and **Animation Speed**
- **Slider Height**
- Choose **Loop** or **Autoplay**

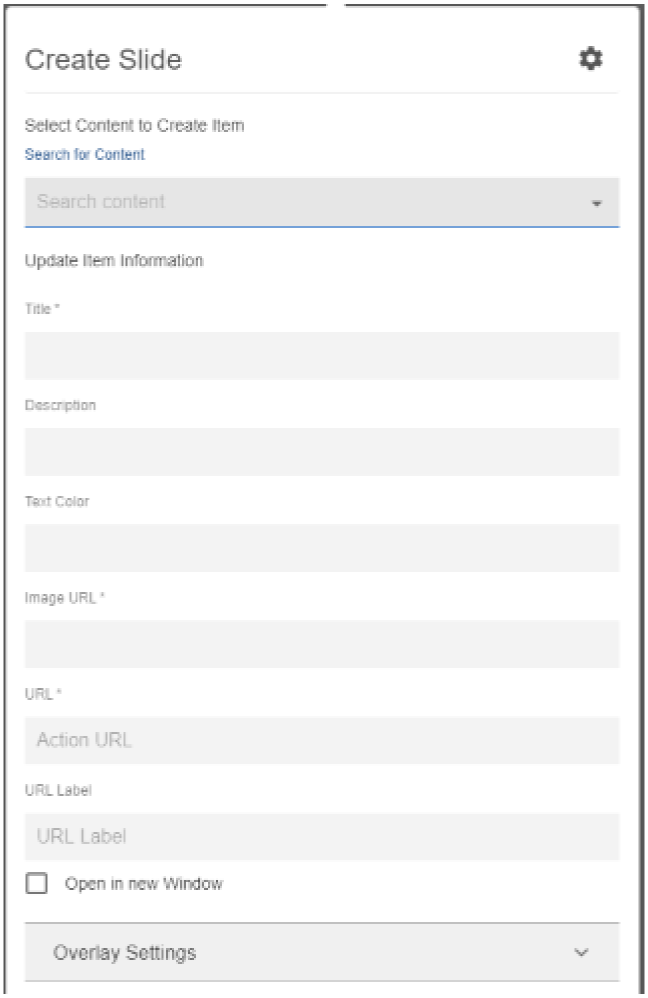
4. Set **Navigation Settings** of the slides:



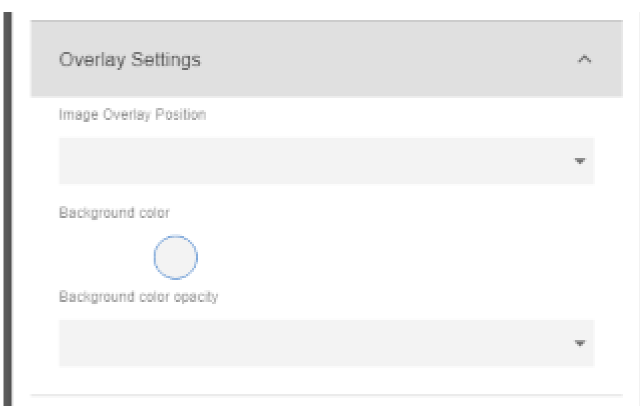
- **Navigation Style**: None, Dots, Thumbnails
- **Navigation Alignment**: Left, Center, Right, Justify
- Select **Arrow Types** to display
- Choose **Arrow Color**: Light or Dark

Configuring **Manage Slides** settings of Slideshow tile

5. Click **the gear icon** > **Manage Slides** .
6. Select **Create Slide** to start creating slides.



7. Select **Content to Create Item**: Provide the Content information or Search for existing Content in the community to pre-fill details of element, such as title, description, link, image.
8. Specify the slide details, such as Title, Description, Text Color, Image URL, URL (that is, Action URL) and URL Label Action URL, Action Label.
9. In the Overlay Settings, provide the following:



- **Image Overlay Position** (Left, Right, Center, Top, Bottom, None)
- Select **Background color** using the Color picker

- Specify the **Background color opacity**

10. Click **Save** to save the slide settings.
11. Repeat Steps Step 6 on page 136-Step 10 on page 138 to create as many slides as required.
12. Use the pencil icon to Edit Slide and Trash Can icon to delete slide.
13. Select **Continue** after saving the slide information.
14. Click **Save Tile Settings**.

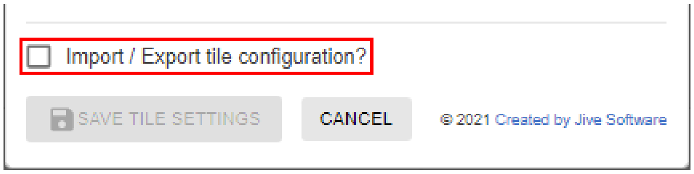
Slideshow tile is configured successfully.

Copying settings from another tile

Use the currently configured settings of a tile in another environment or instance by using the **Import / Export tile configuration?** option.

Note: The Export/Import feature is also a great way to save previous configurations as a backup.

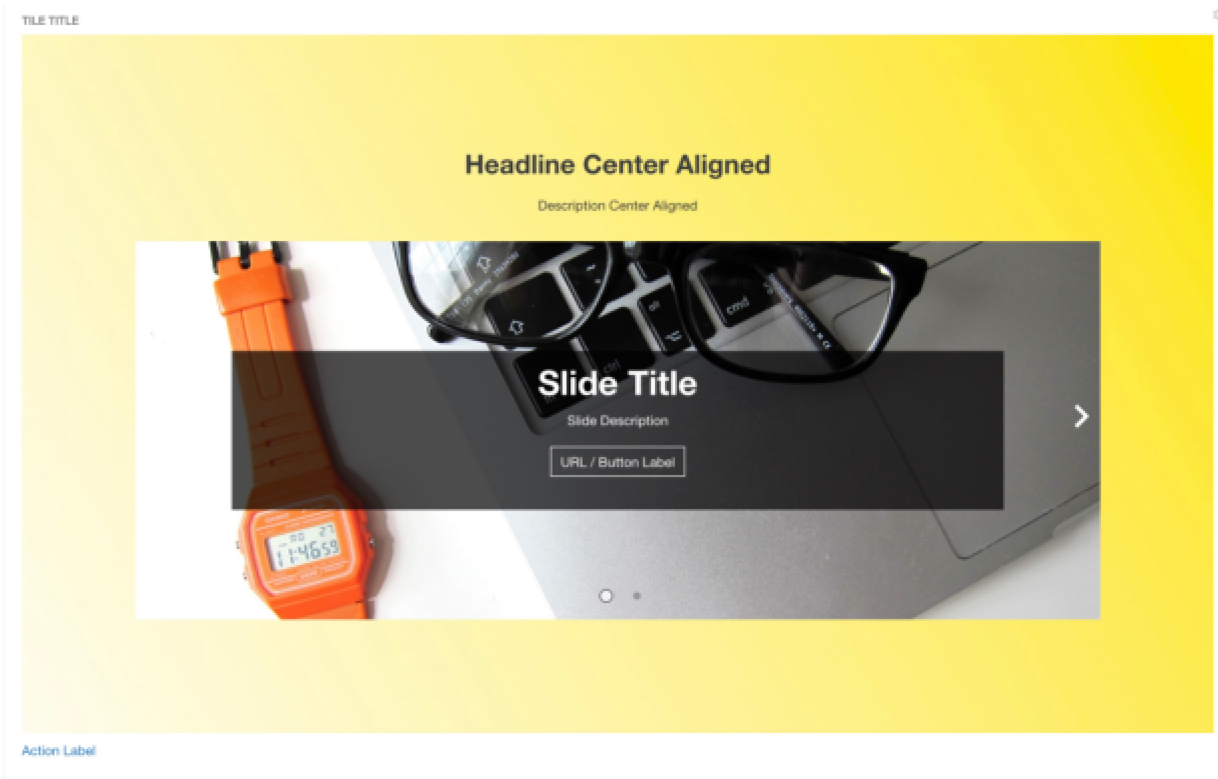
To copy settings from another tile of the same type:



Select **Import / Export tile configuration?** to copy or paste the entire tile configuration to another tile of the same type.

An example of Slideshow tile

An Slideshow may look like this.



- **General Settings**:
  - **Tile Title**: Tile Title
  - **Display Tile Title**: Enabled
  - Headline Center
  - Description Center
  - Background Image URL

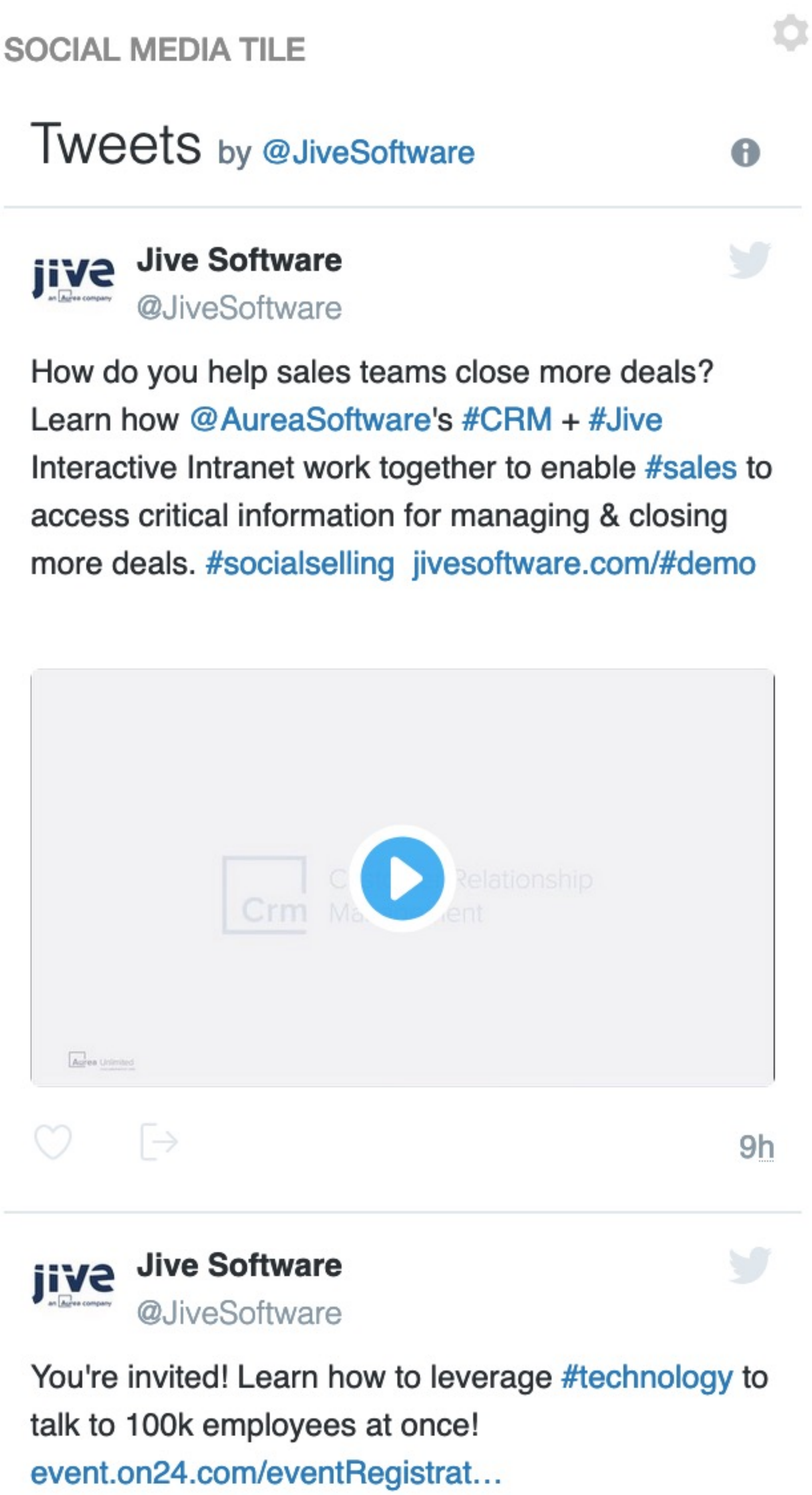
    - **Padding**: 120px
    - Action label + URL
- **Slideshow Settings**:
    - Center Aligned
    - Headline H1
    - **Navigation Style**: Dots
    - **Navigation alignment**: Center
    - **Slidenav pos**: default
    - **Arrow color**: white
    - **Link Style**: Button
    - **Background**: #000000
    - **Opacity**: 0.7
    - **Size**: 400px
- Slide:
    - Slide Title
    - Slide Description
    - URL + URL Label

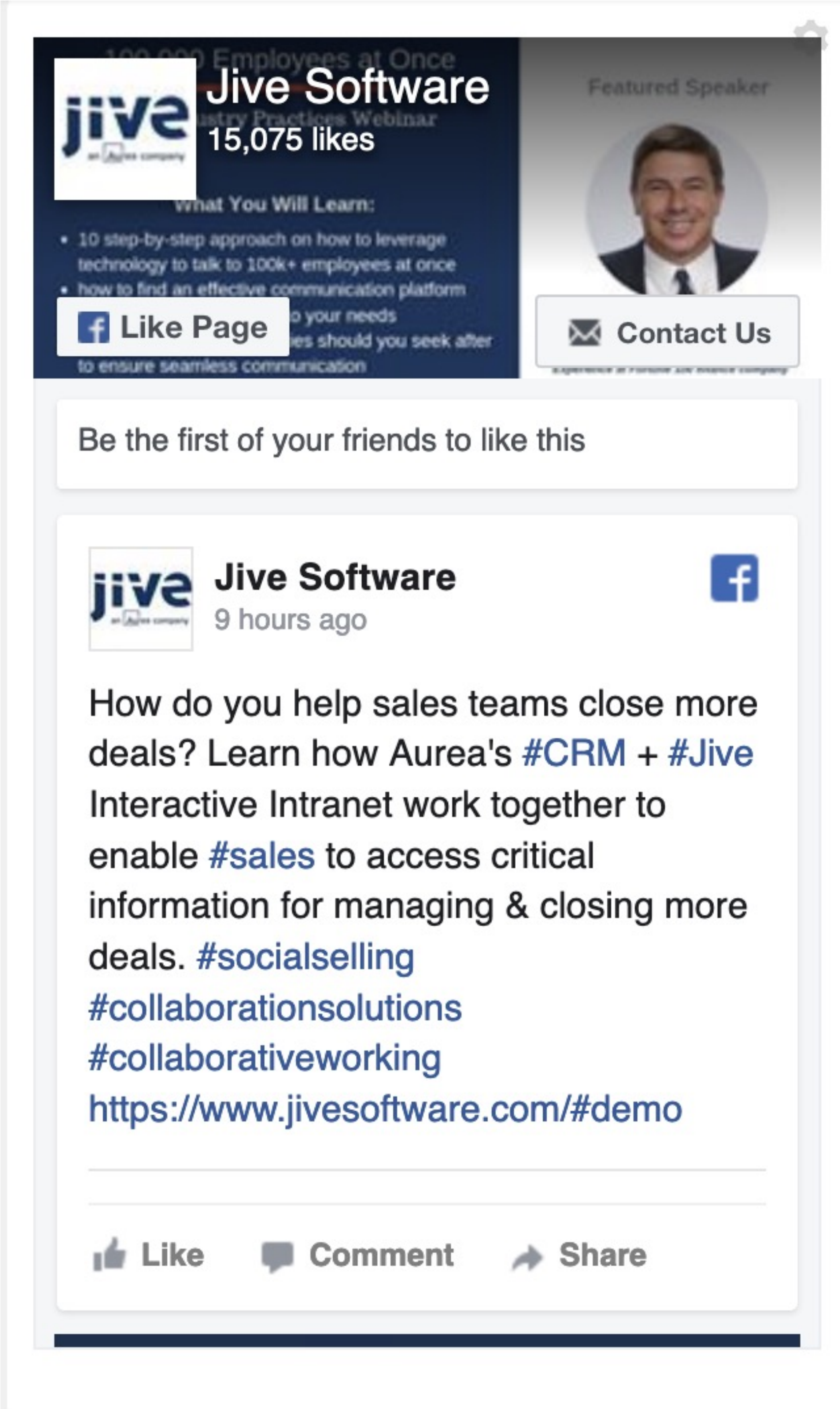
Social Media tile

Integrate Twitter, Facebook, and Instagram posts with ease into your community pages. Tile requires no HTML knowledge and is easy to configure.

Social Media tile supports thew following social media out-of-the-box:

- Facebook Page
- Twitter
- Instagram


SOCIAL MEDIA TILE
Tweets by @JiveSoftware
Jive Software
@JiveSoftware
How do you help sales teams close more deals? Learn how @AureaSoftware's #CRM + #Jive Interactive Intranet work together to enable #sales to access critical information for managing & closing more deals. #socialselling jivesoftware.com/#demo
9h
Jive Software
@JiveSoftware
You're invited! Learn how to leverage #technology to talk to 100k employees at once! event.on24.com/eventRegistrat…



Installing Social Media Tile add-on

Social Media Tile is installed from the Add-ons page.

Fastpath: **User interface: Your avatar** > **Add-ons**

A user must have at least Manage System permissions to install add-ons.

1. In the user interface, click on your avatar in the upper-right corner, and then select **Add-ons** to open the Add-ons page.
2. On the **Add-ons** tab, select **All Add-ons** on the right, and then select **Available** at the center of the page to see all available add-ons.
3. Find **Social Media Tile** in the list and click **Install** next to it.
4. In the **Confirm Install** box, select if the add-on should be visible to all users:
   - Clicking **Install now** makes it available for all community users immediately.
   - Clicking **Preview** makes it available only to you. After you have verified the setup, you will need to make the add-on available to other community users.
5. To verify that the add-on is installed, go to **Add-ons** tab, then select **All Add-ons** > **Installed** and find the add-on in the list.

The Social Media Tile add-on is installed.

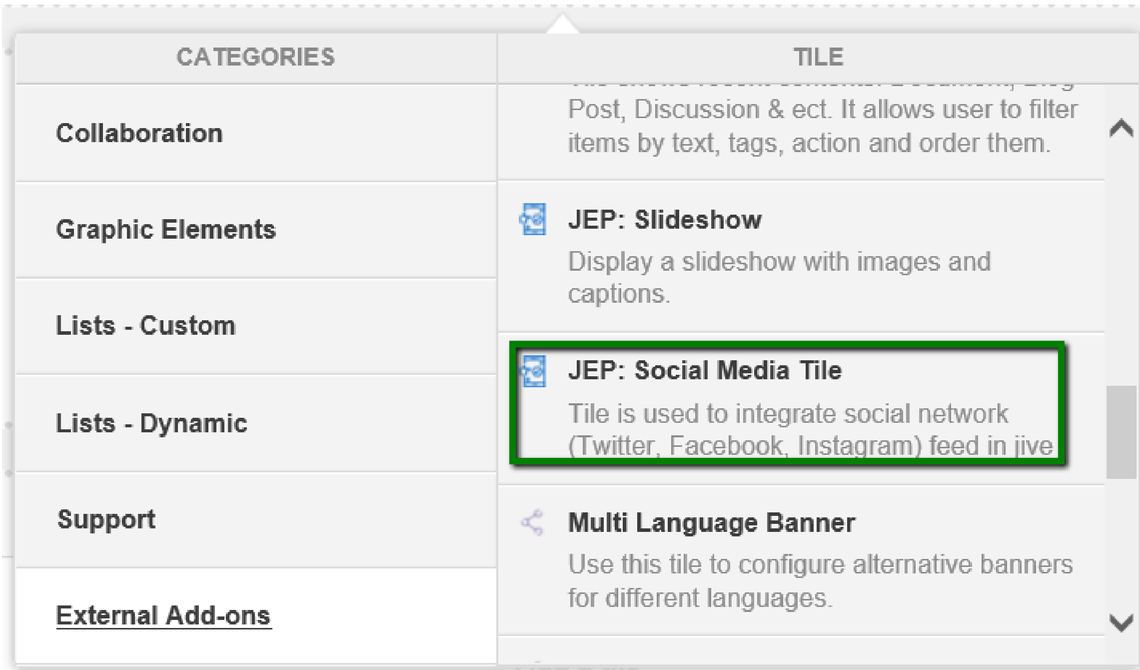
Creating Social Media tiles

Here you can find details on adding and configuring Social Media tiles.

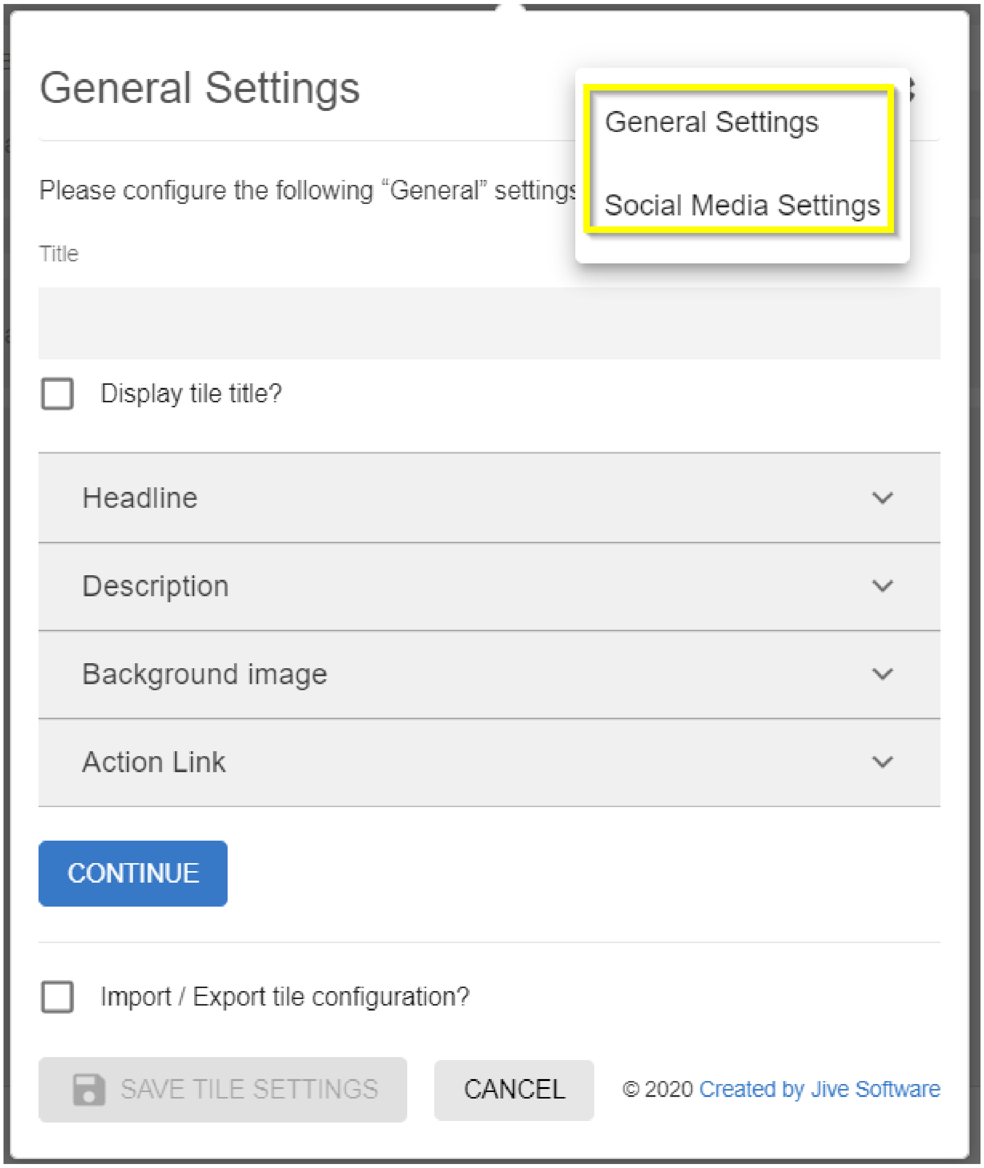
Adding Social Media tile

To add the tile to the page:

1. Go to the place where you want to add a new tile.
2. Open the relevant Activity or Custom page and edit it.
3. Click **Add a tile**.
4. Under **Categories**, select **External Add-ons**, then select **JEP: Social Media Tile** under **Tiles**.



The tile is added to the page and you need to configure it. You can configure the tile anew or, if you already have similar tiles, copy the settings from another tile.



Configuring General Settings

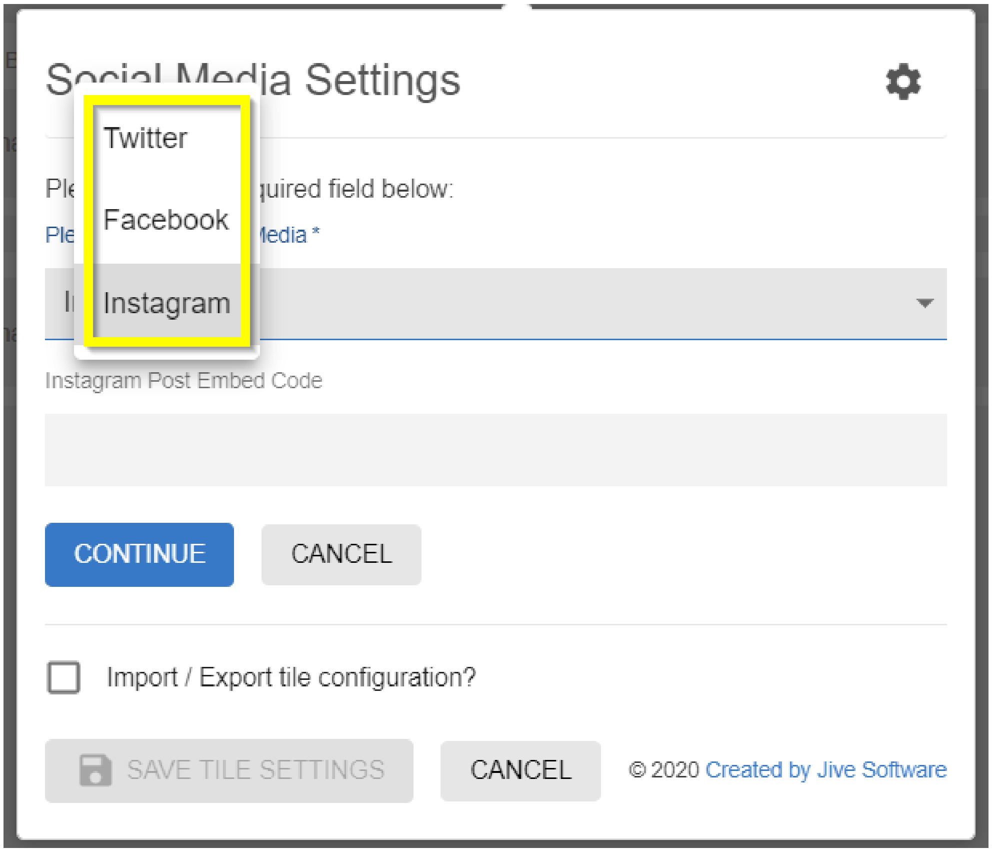
To set up general tile settings:

1. Select **Gear Icon** > **General settings** .
2. Configure the general settings. For the detailed instructions, see General Settings of JEP tiles on page 162.
3. Click **Save Tile Settings**.

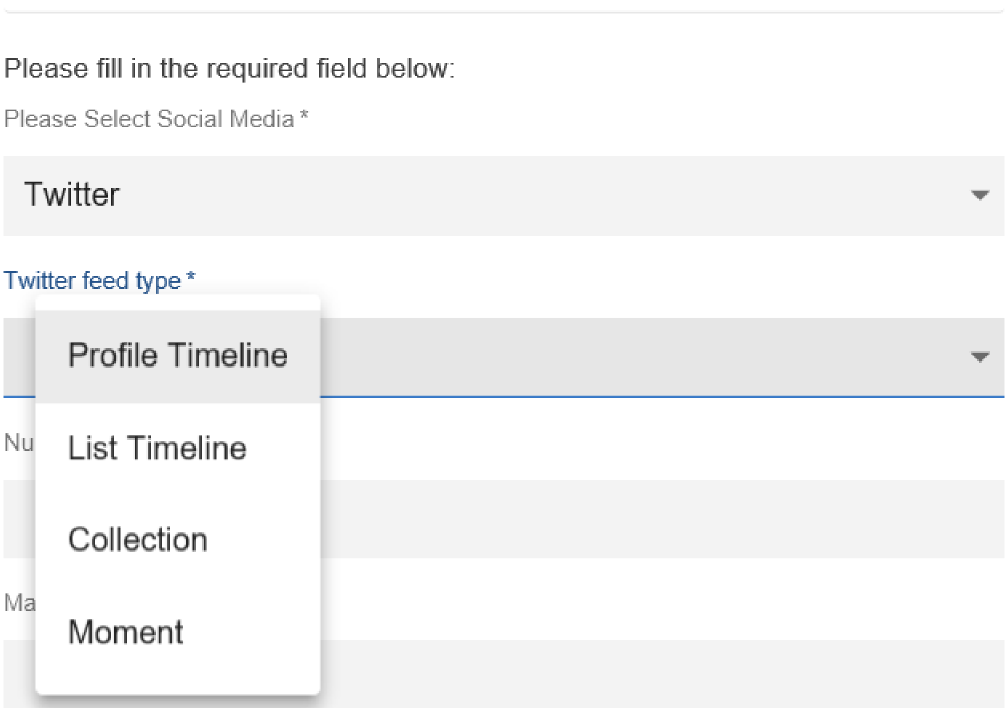
Configuring Social Media tile-specific settings

To configure settings specific to Social Media tiles:

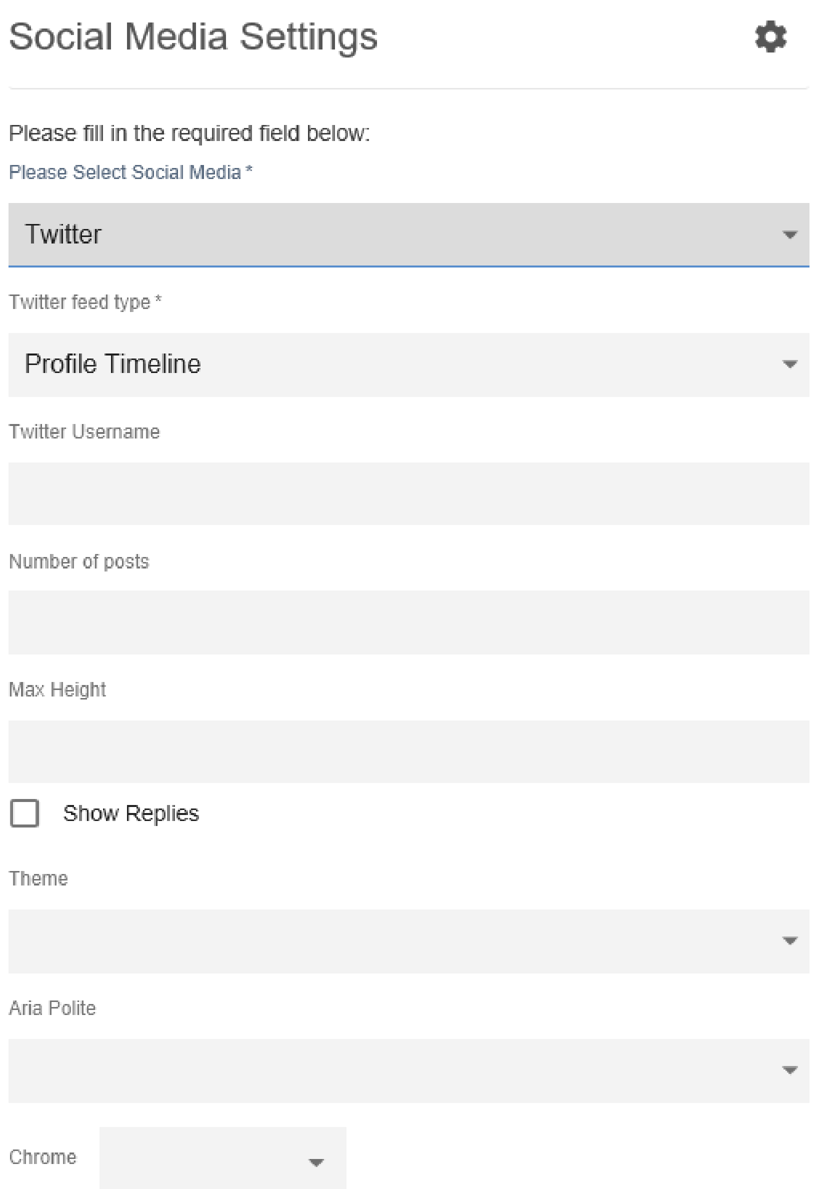
1. Click **the gear icon** > **Social Media Settings** .
2. Select one of the media options: Twitter, Facebook, or Instagram.



3. If you selected Twitter, configure the following settings:

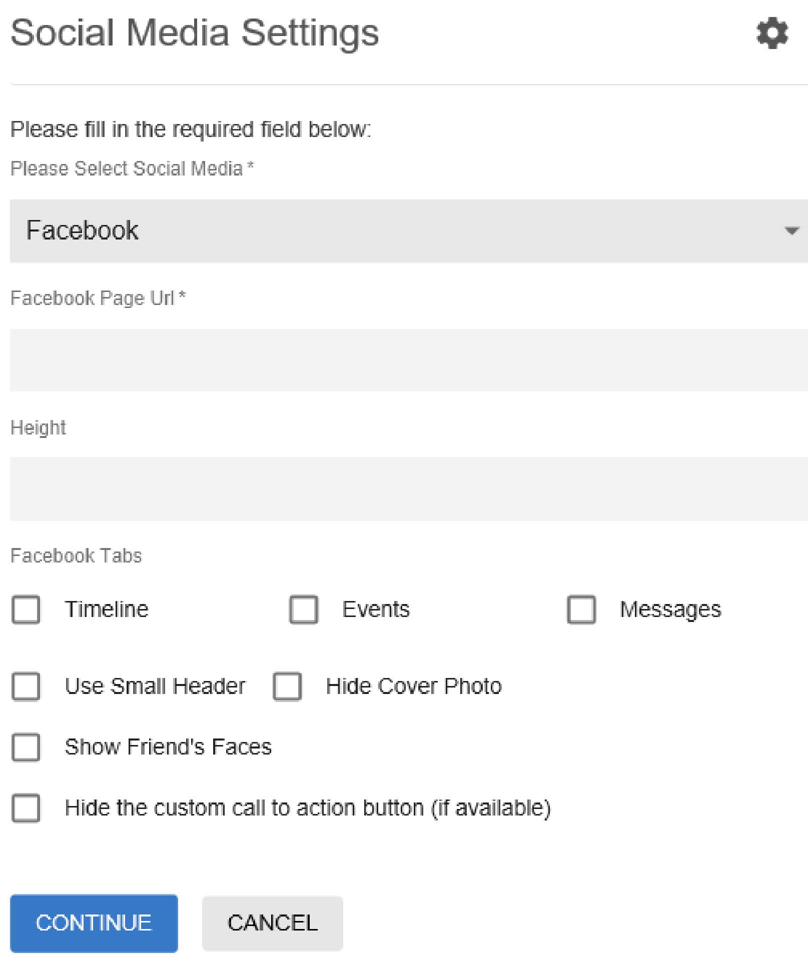


Options	Description
Twitter feed type	(Mandatory) Select any of the standard Twitter feed type from the available options: • Profile Timeline: Displays public Tweets from any user on Twitter. • List Timeline: Shows Tweets from public Lists that you own and/or subscribe to. • Collection: Shows Tweets from a curated collection. • Moment: Shows Tweets from a public moment.



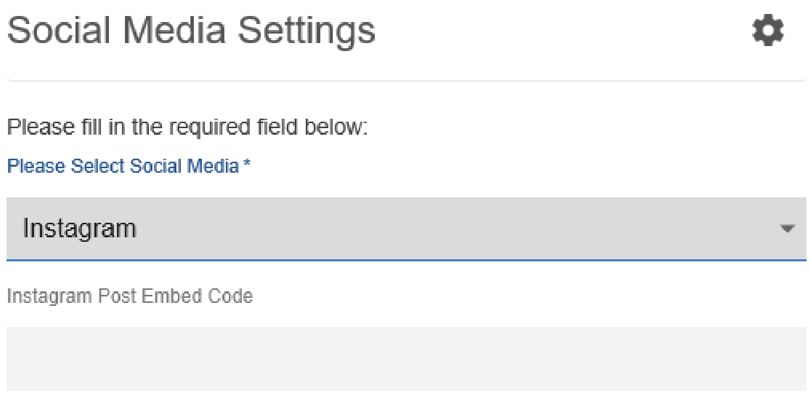
Options	Description
Twitter Username	Twitter username prefixed by the handle.
Number of posts	Number of posts (maximum 20) to be displayed within the tile.
Max Height	Maximum height to be displayed within the tile.
Show Replies	Enable to display the responses to the Twitter post.
Theme	Select the light or dark theme.
Aria Polite	Aria Profile as defined in Twitter post.
Chrome	Used to pick the display settings provided in the dropdown: • noheader • nofooter • noborders • transparent • no scrollbars

4. If you selected Facebook, configure the following settings:



Options	Description
Facebook Page Url	A valid Facebook Page URL.
Height	Height of display.
Facebook Tabs	One or more the Facebook Tabs: Timeline, Events, and Messages.
Use Small Header	Small Header to be used or the default Header in Facebook.
Hide Cover Photo	Enabling display or hiding the Cover Photo.
Show Friend's Faces	Enabling display or hiding Friend's Faces. **Attention:** User must be logged into Facebook to enable display of Friend's Faces.
Hide the custom call to action button (if available)	Enable or hide the custom call to action button.

5. If you selected Instagram, include the Embed code from the relevant Instagram Post.



   To embed code from Instagram:

   1. Log in to Instagram.
   2. Search or select the relevant post and then select the Details (three dots) icon on top right.
   3. Select **Embed** and copy the code.
   4. In **Instagram Post Embed Code** of the tile, paste the code.

6. Verify the Social Media Tile screen to ensure that the configurations are completed successfully.
7. Click **Save Tile Settings**.

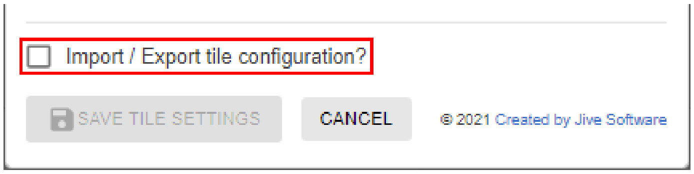
Social Media tile is configured successfully.

Copying settings from another tile

Use the currently configured settings of a tile in another environment or instance by using the **Import / Export tile configuration?** option.

Note: The Export/Import feature is also a great way to save previous configurations as a backup.

To copy settings from another tile of the same type:



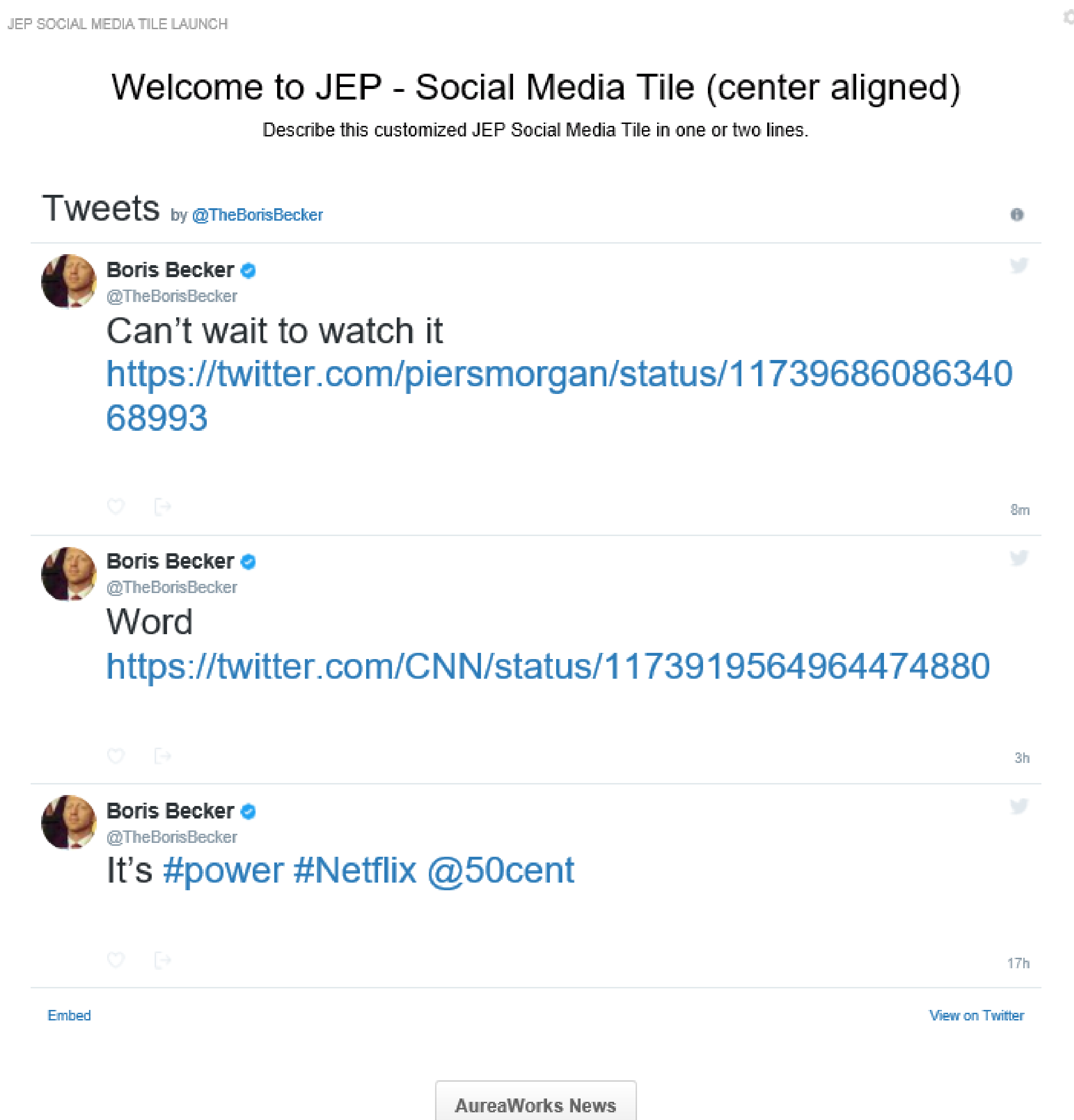
Select **Import / Export tile configuration?** to copy or paste the entire tile configuration to another tile of the same type.

An example of Social Media tile

An Social Media may look like this.

Social Media tile connected to Twitter

Figure 20: Social Media tile connected to Twitter



- **General Settings**:
  - **Title**: `Title for Social Media Tile - Example`
  - **Display tile title?**: Enabled
  - **Headline**: `Welcome to JEP - Social Media Tile (center aligned)`
  - **Description**: `Describe this sample Social Media Tile in one or two lines.`
  - **Background Image URL**
  - **Background position**: Top center
  - **Padding**: 20px all around
  - **Text color**: 030203
  - **Action label + URL**: `AureaWorks News` and link provided
  - **Action Alignment**: Center
- **Social Media Settings**:
  - **Social Media**: Facebook
  - **Facebook Page Url**: https://www.facebook.com/fans.of.jive
  - **Facebook Tabs**: Timeline, Events, Messages enabled
  - **Use Small Header**: Enabled

Social Media tile connected to Facebook

Figure 21: Social Media tile connected to Facebook

- **General Settings**:
  - **Title**: `Title for Social Media Tile - Example`
  - **Display tile title?**: Enabled
  - **Headline**: `Welcome to JEP - Social Media Tile (center aligned)`
  - **Description**: `Describe this sample Social Media Tile in one or two lines.`
  - **Background Image URL**
  - **Background position**: Top center
  - **Padding**: 20px all around
  - **Text color**: 030203

- **Action label** + **URL**: `AureaWorks News` and link provided
- **Action Alignment**: Center

- **Social Media Settings**:
  - **Social Media**: Twitter
  - **Twitter Username**: `@TheBorisBecker`
  - **Number of posts**: 2
  - **Max Height**: 500
  - **Theme**: dark

Social Media tile connected to Instagram

Figure 22: Social Media tile connected to Instagram

- **General Settings**:
  - **Title**: `Title for Social Media Tile - Example`
  - **Display tile title?**: Enabled
  - **Headline**: `Welcome to JEP - Social Media Tile (center aligned)`
  - **Description**: `Describe this sample Social Media Tile in one or two lines.`
  - **Background Image URL**
  - **Background position**: Top center
  - **Padding**: 20px all around

    - **Text color**: 030203
    - **Action label + URL**: `AureaWorks News` and link provided
    - **Action Alignment**: Center

- **Social Media Settings**:
    - **Social Media**: Instagram
    - **Instagram post embed code**:

```
<blockquote class="instagram-media" data-instgrm-captioned
data-instgrm-permalink="https://www.instagram.com/p/tsxp1hhQTG/?utm_source=ig_embed&a
 data-instgrm-version="13" style=" background:#FFF; border:0;
border-radius:3px; box-shadow:0 0 1px 0 rgba(0,0,0,0.5),0 1px 10px 0
rgba(0,0,0,0.15); margin: 1px; max-width:540px; min-width:326px;
padding:0; width:99.375%; width:-webkit-calc(100% - 2px);
width:calc(100% - 2px);"><div style="padding:16px;"> <a
href="https://www.instagram.com/p/tsxp1hhQTG/?utm_source=ig_embed&amp;utm_campaign=lo
 style=" background:#FFFFFF; line-height:0; padding:0 0;
text-align:center; text-decoration:none; width:100%;" target="_blank">
 <div style=" display: flex; flex-direction: row; align-items: center;">
 <div style="background-color: #F4F4F4; border-radius: 50%; flex-grow:
 0; height: 40px; margin-right: 14px; width: 40px;"></div> <div
style="display: flex; flex-direction: column; flex-grow: 1;
justify-content: center;"> <div style=" background-color: #F4F4F4;
border-radius: 4px; flex-grow: 0; height: 14px; margin-bottom: 6px;
width: 100px;"></div> <div style=" background-color: #F4F4F4;
border-radius: 4px; flex-grow: 0; height: 14px; width:
60px;"></div></div></div><div style="padding: 19% 0;"></div> <div
style="display:block; height:50px; margin:0 auto 12px; width:50px;"><svg
 width="50px" height="50px" viewBox="0 0 60 60" version="1.1"
xmlns="https://www.w3.org/2000/svg"
xmlns:xlink="https://www.w3.org/1999/xlink"><g stroke="none"
stroke-width="1" fill="none" fill-rule="evenodd"><g
transform="translate(-511.000000, -20.000000)" fill="#000000"><g><path
 d="M556.869,30.41 C554.814,30.41 553.148,32.076 553.148,34.131
C553.148,36.186 554.814,37.852 556.869,37.852 C558.924,37.852
560.59,36.186 560.59,34.131 C560.59,32.076 558.924,30.41 556.869,30.41
 M541,60.657 C535.114,60.657 530.342,55.887 530.342,50 C530.342,44.114
 535.114,39.342 541,39.342 C546.887,39.342 551.658,44.114 551.658,50
C551.658,55.887 546.887,60.657 541,60.657 M541,33.886 C532.1,33.886
524.886,41.1 524.886,50 C524.886,58.899 532.1,66.113 541,66.113
C549.9,66.113 557.115,58.899 557.115,50 C557.115,41.1 549.9,33.886
541,33.886 M565.378,62.101 C565.244,65.022 564.756,66.606 564.346,67.663
 C563.803,69.06 563.154,70.057 562.106,71.106 C561.058,72.155
560.06,72.803 558.662,73.347 C557.607,73.757 556.021,74.244
553.102,74.378 C549.944,74.521 548.997,74.552 541,74.552 C533.003,74.552
 532.056,74.521 528.898,74.378 C525.979,74.244 524.393,73.757
523.338,73.347 C521.94,72.803 520.942,72.155 519.894,71.106
C518.846,70.057 518.197,69.06 517.654,67.663 C517.244,66.606
516.755,65.022 516.623,62.101 C516.479,58.943 516.448,57.996 516.448,50
 C516.448,42.003 516.479,41.056 516.623,37.899 C516.755,34.978
517.244,33.391 517.654,32.338 C518.197,30.938 518.846,29.942
519.894,28.894 C520.942,27.846 521.94,27.196 523.338,26.654
C524.393,26.244 525.979,25.756 528.898,25.623 C532.057,25.479
533.004,25.448 541,25.448 C548.997,25.448 549.943,25.479 553.102,25.623
 C556.021,25.756 557.607,26.244 558.662,26.654 C560.06,27.196
561.058,27.846 562.106,28.894 C563.154,29.942 563.803,30.938
564.346,32.338 C564.756,33.391 565.244,34.978 565.378,37.899
C565.522,41.056 565.552,42.003 565.552,50 C565.552,57.996 565.522,58.943
 565.378,62.101 M570.82,37.631 C570.674,34.438 570.167,32.258
569.425,30.349 C568.659,28.377 567.633,26.702 565.965,25.035
C564.297,23.368 562.623,22.342 560.652,21.575 C558.743,20.834
556.562,20.326 553.369,20.18 C550.169,20.033 549.148,20 541,20
C532.853,20 531.831,20.033 528.631,20.18 C525.438,20.326 523.257,20.834
 521.349,21.575 C519.376,22.342 517.703,23.368 516.035,25.035
C514.368,26.702 513.342,28.377 512.574,30.349 C511.834,32.258
511.326,34.438 511.181,37.631 C511.035,40.831 511,41.851 511,50
```

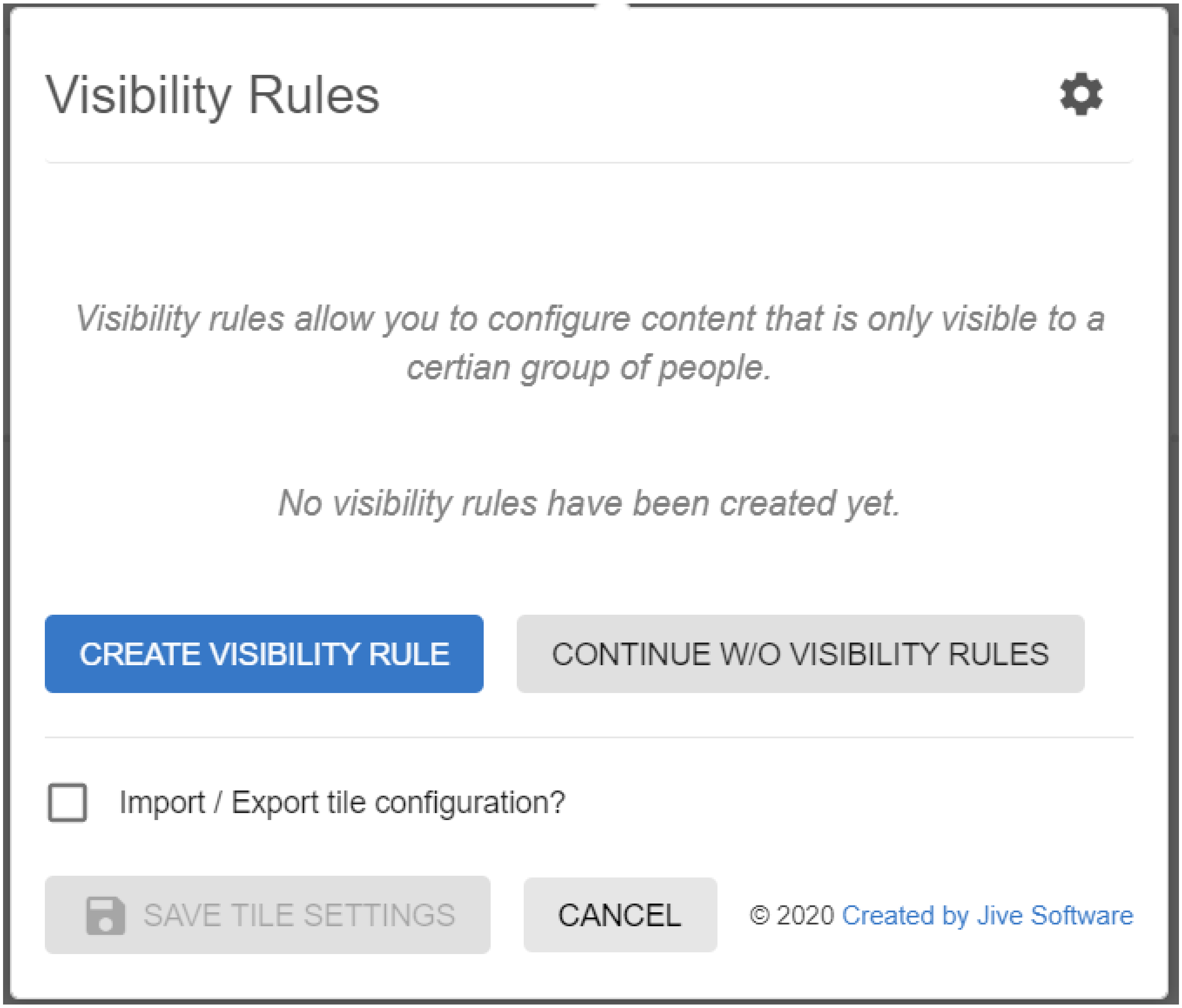
```
C511,58.147 511.035,59.17 511.181,62.369 C511.326,65.562 511.834,67.743
 512.574,69.651 C513.342,71.625 514.368,73.296 516.035,74.965
C517.703,76.634 519.376,77.658 521.349,78.425 C523.257,79.167
525.438,79.673 528.631,79.82 C531.831,79.965 532.853,80.001 541,80.001
 C549.148,80.001 550.169,79.965 553.369,79.82 C556.562,79.673
558.743,79.167 560.652,78.425 C562.623,77.658 564.297,76.634
565.965,74.965 C567.633,73.296 568.659,71.625 569.425,69.651
C570.167,67.743 570.674,65.562 570.82,62.369 C570.966,59.17 571,58.147
 571,50 C571,41.851 570.966,40.831
570.82,37.631"></path></g></g></g></svg></div><divstyle="padding-top:
 8px;"> <div style=" color:#3897f0; font-family:Arial,sans-serif;
font-size:14px;font-style:normal;font-weight:550;line-height:18px;">
 View this post on Instagram</div></div><div style="padding: 12.5%
0;"></div> <div style="display: flex; flex-direction: row;
margin-bottom: 14px; align-items: center;"><div> <div
style="background-color: #F4F4F4; border-radius: 50%; height: 12.5px;
 width: 12.5px; transform: translateX(0px) translateY(7px);"></div>
<div style="background-color: #F4F4F4; height: 12.5px; transform:
rotate(-45deg) translateX(3px) translateY(1px); width: 12.5px;
flex-grow: 0; margin-right: 14px; margin-left: 2px;"></div> <div
style="background-color: #F4F4F4; border-radius: 50%; height: 12.5px;
 width: 12.5px; transform: translateX(9px)
translateY(-18px);"></div></div><div style="margin-left: 8px;"> <div
style=" background-color: #F4F4F4; border-radius: 50%; flex-grow: 0;
height: 20px; width: 20px;"></div> <div style=" width: 0; height: 0;
border-top: 2px solid transparent; border-left: 6px solid #f4f4f4;
border-bottom: 2px solid transparent; transform: translateX(16px)
translateY(-4px) rotate(30deg)"></div></div><div style="margin-left:
auto;"> <div style=" width: 0px; border-top: 8px solid #F4F4F4;
border-right: 8px solid transparent; transform:
translateY(16px);"></div> <div style=" background-color: #F4F4F4;
flex-grow: 0; height: 12px; width: 16px; transform:
translateY(-4px);"></div> <div style=" width: 0; height: 0; border-top:
 8px solid #F4F4F4; border-left: 8px solid transparent; transform:
translateY(-4px) translateX(8px);"></div></div></div> <div
style="display: flex; flex-direction: column; flex-grow: 1;
justify-content: center; margin-bottom: 24px;"> <div style="
background-color: #F4F4F4; border-radius: 4px; flex-grow: 0; height:
14px; margin-bottom: 6px; width: 224px;"></div> <div style="
background-color: #F4F4F4; border-radius: 4px; flex-grow: 0; height:
14px; width: 144px;"></div></div></a><p style=" color:#c9c8cd;
font-family:Arial,sans-serif; font-size:14px; line-height:17px;
margin-bottom:0; margin-top:8px; overflow:hidden; padding:8px 0 7px;
text-align:center; text-overflow:ellipsis; white-space:nowrap;"><a
href="https://www.instagram.com/p/tsxp1hhQTG/?utm_source=ig_embed&amp;utm_campaign=lo
 style=" color:#c9c8cd; font-family:Arial,sans-serif; font-size:14px;
 font-style:normal; font-weight:normal; line-height:17px;
text-decoration:none;" target="_blank">A post shared by Instagram
(@instagram)</a></p></div></blockquote> <script async
src="//www.instagram.com/embed.js"></script>
```

Visibility Rules of JEP tiles

Visibility Rules allow you to target content of a tile to a specific audience based on profile field information, language, and user group membership.

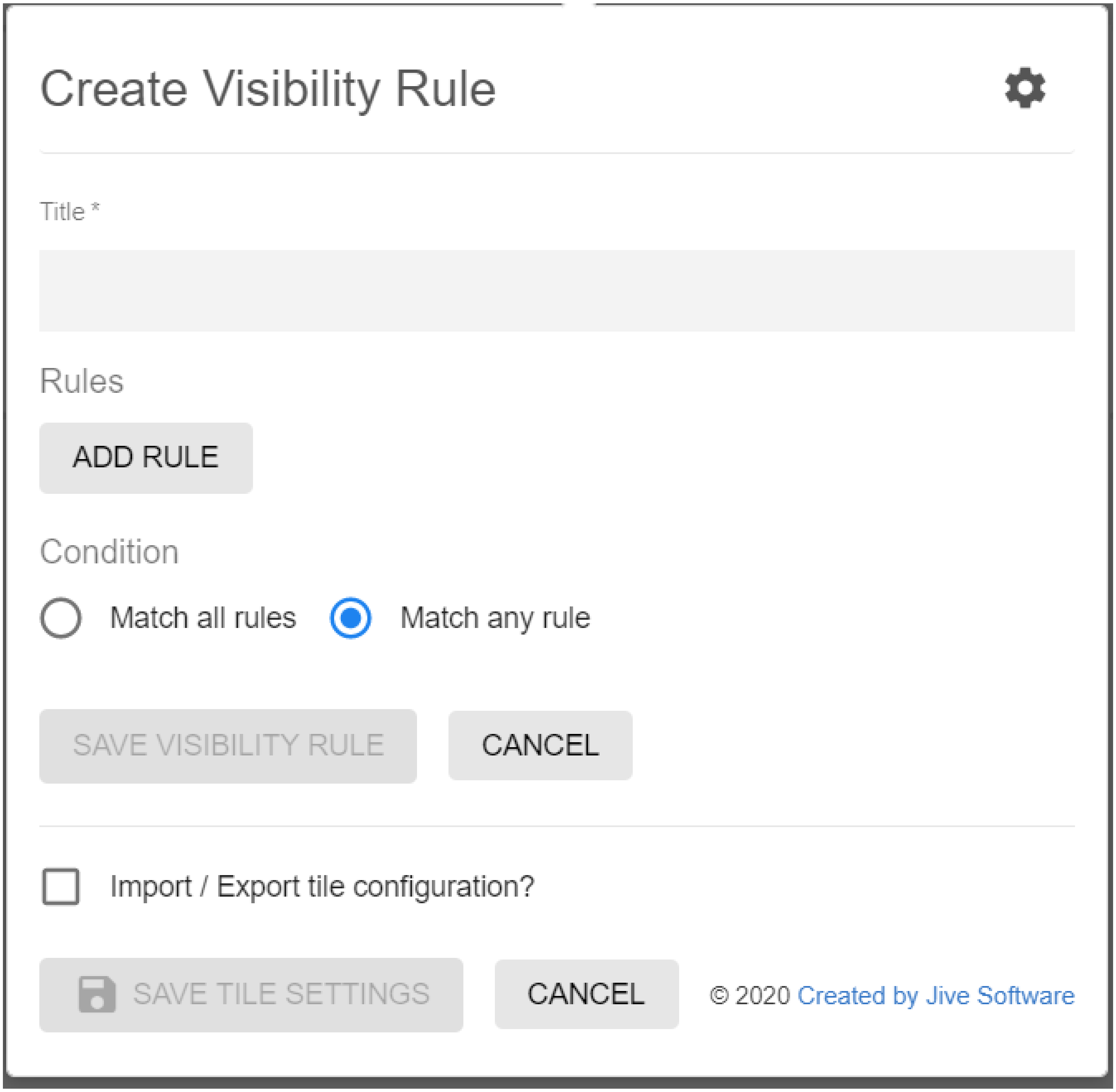
These optional settings are available for most of the JEP Tiles.

A *visibility rule* determines the users, to whom the content in the tile is displayed.



- Select **Create Visibility Rule** to configure who should be able to view the tile.
- Select **Continue w/o Visibility Rules** to proceed with configuring other settings of the tile.

Creating visibility rules

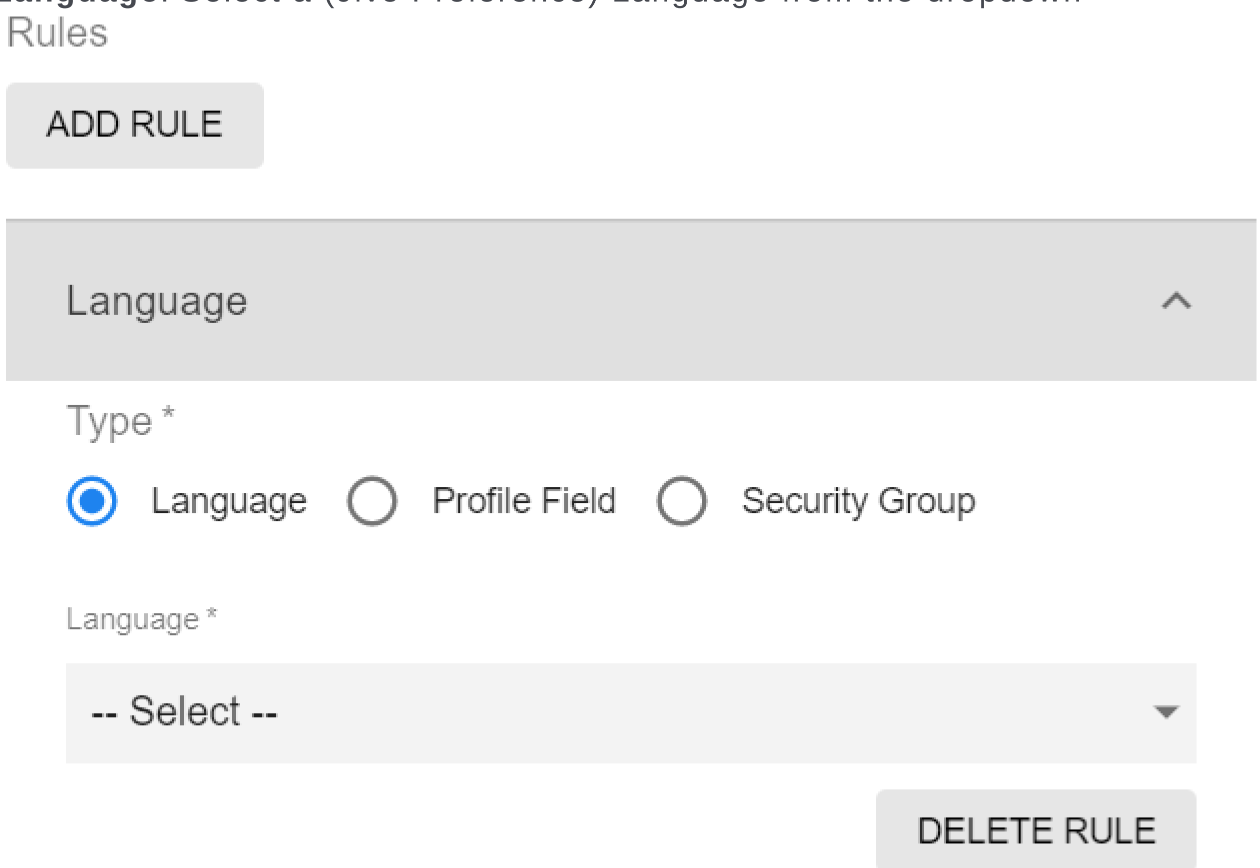

Create Visibility Rule
Title *
Rules
ADD RULE
Condition
Match all rules
Match any rule
SAVE VISIBILITY RULE
CANCEL
Import / Export tile configuration?
SAVE TILE SETTINGS
CANCEL
© 2020 Created by Jive Software

A visibility rule has the following attributes:

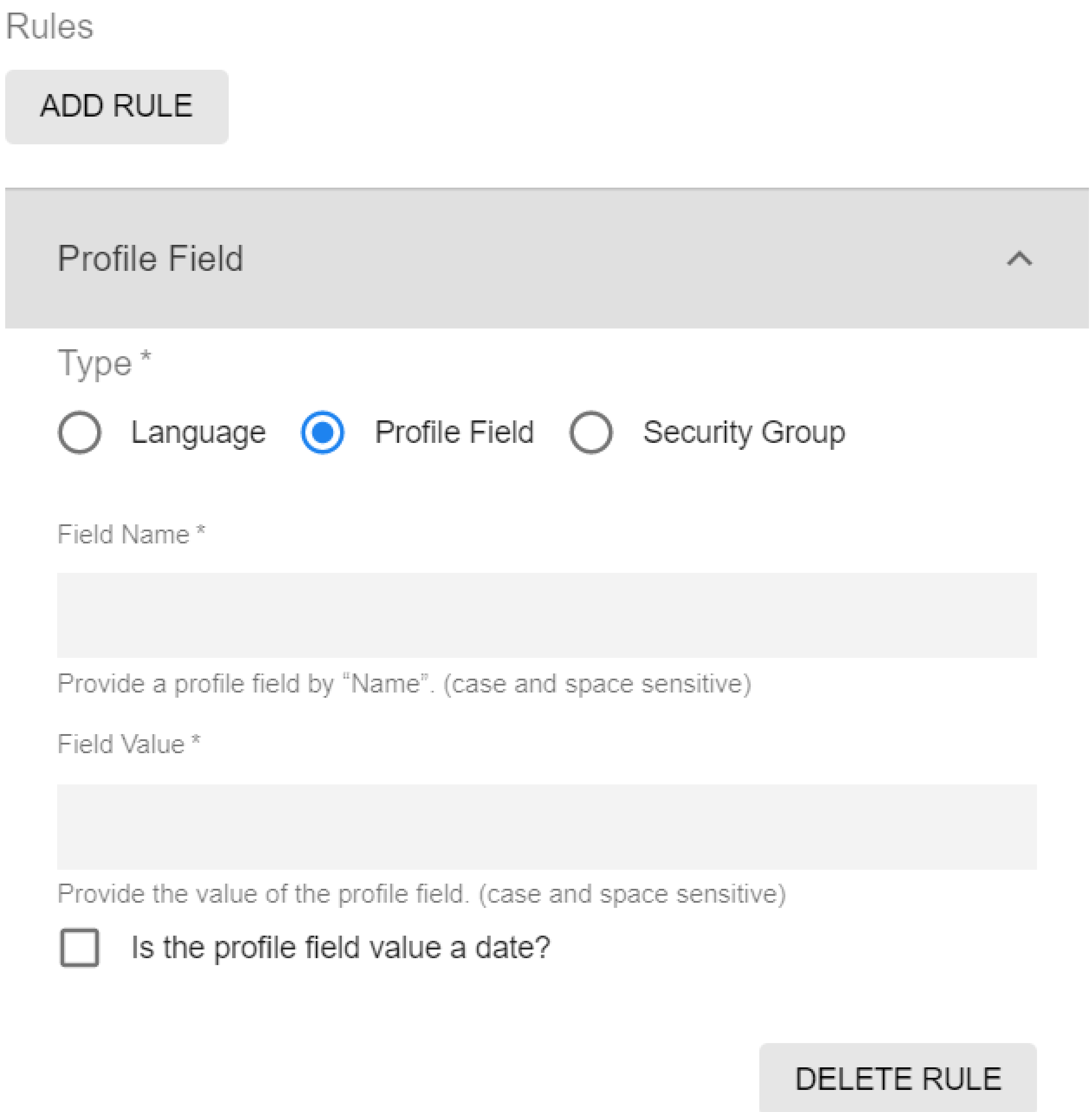
- **Title**: Name of the rule. Recommended to use short titles.
- **Rules**: The rule is based on one or more of the following:
  - Language
  - Profile Field
  - Security Group
- Condition:
  - **Match all rules**: Content is displayed if user applies to all rules
  - **Match any rule**: Content is displayed if user applies to any of the rules

Visibility Rule Types:

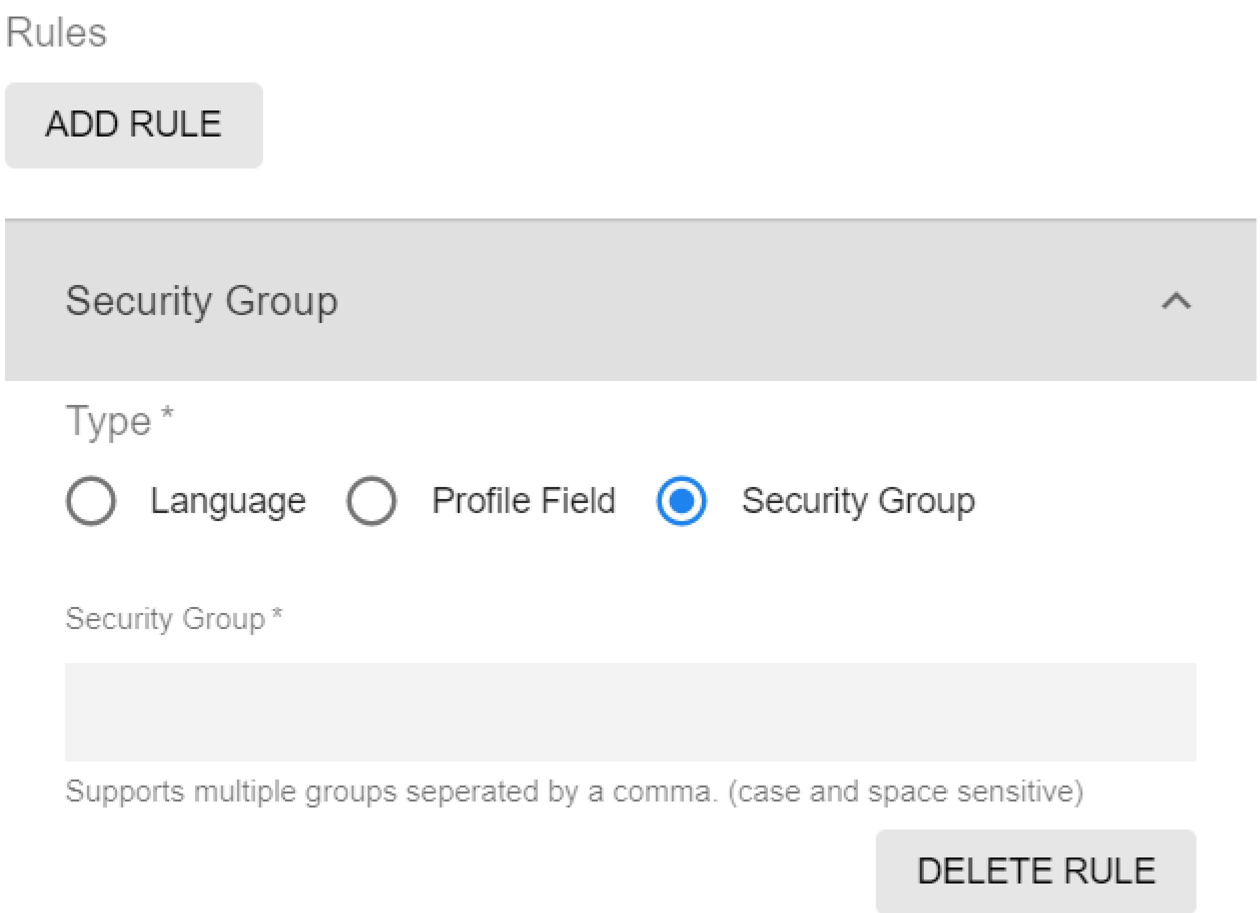
- **Language**: Select a (Jive Preference) Language from the dropdown



- **Profile field**: Specify any Jive profile field name and corresponding value. Values are case and space sensitive



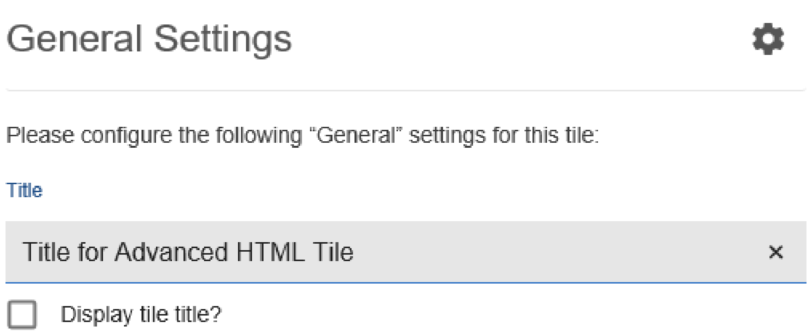
- **Security / User groups**: Provide one or multiple user group names (OR correlation). User Group Names are case and space sensitive



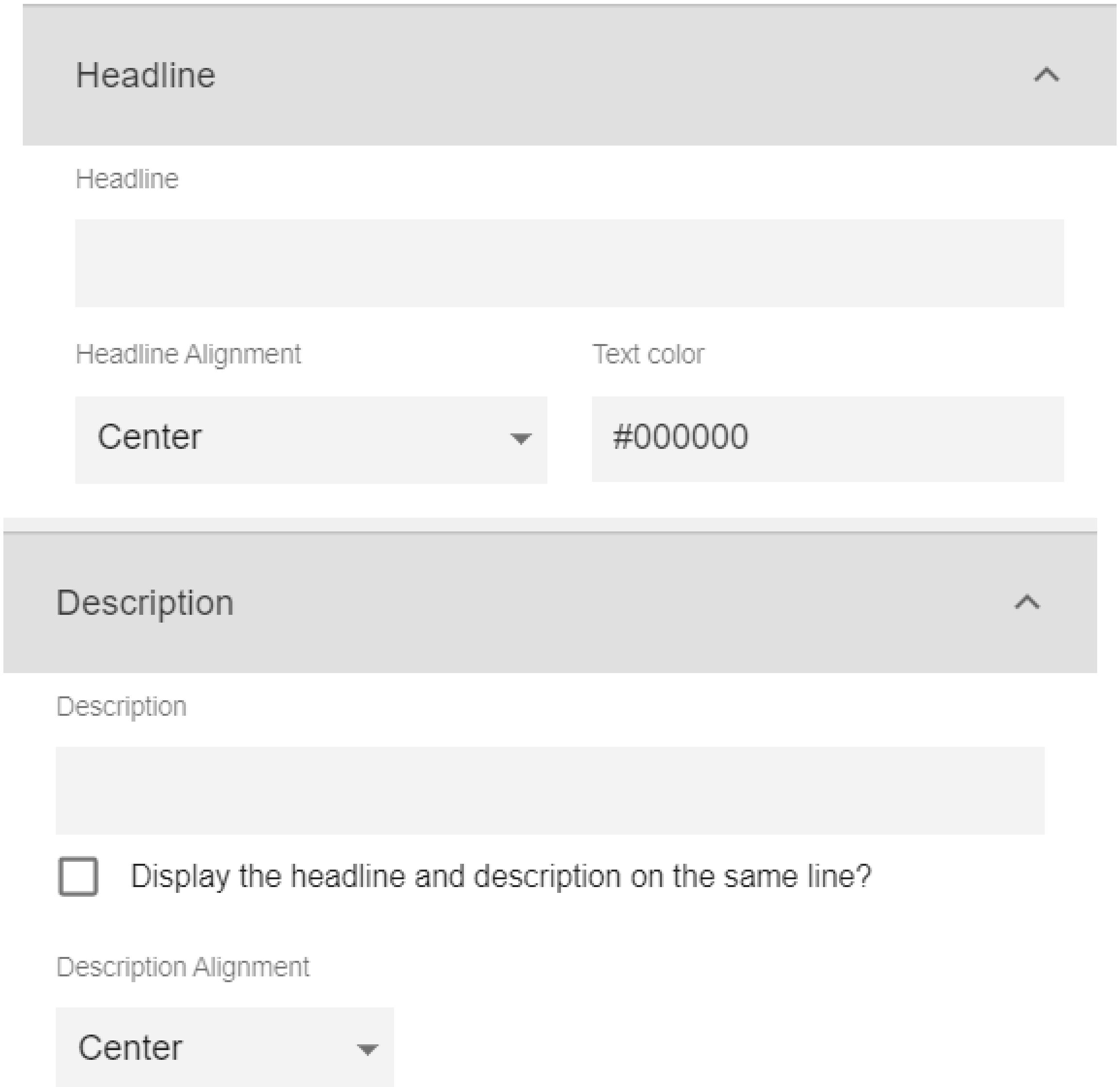
General Settings of JEP tiles

General Settings contain the main tile settings.

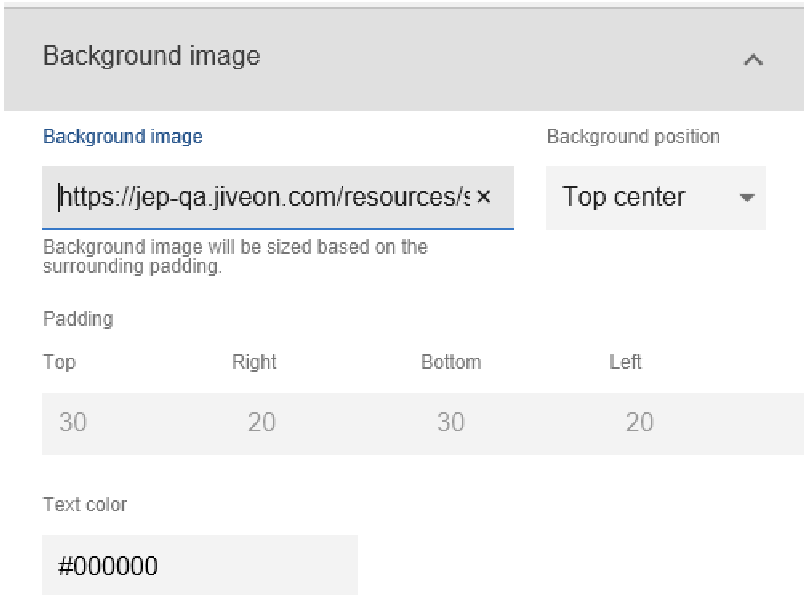
1. Specify the **Title** of the tile.



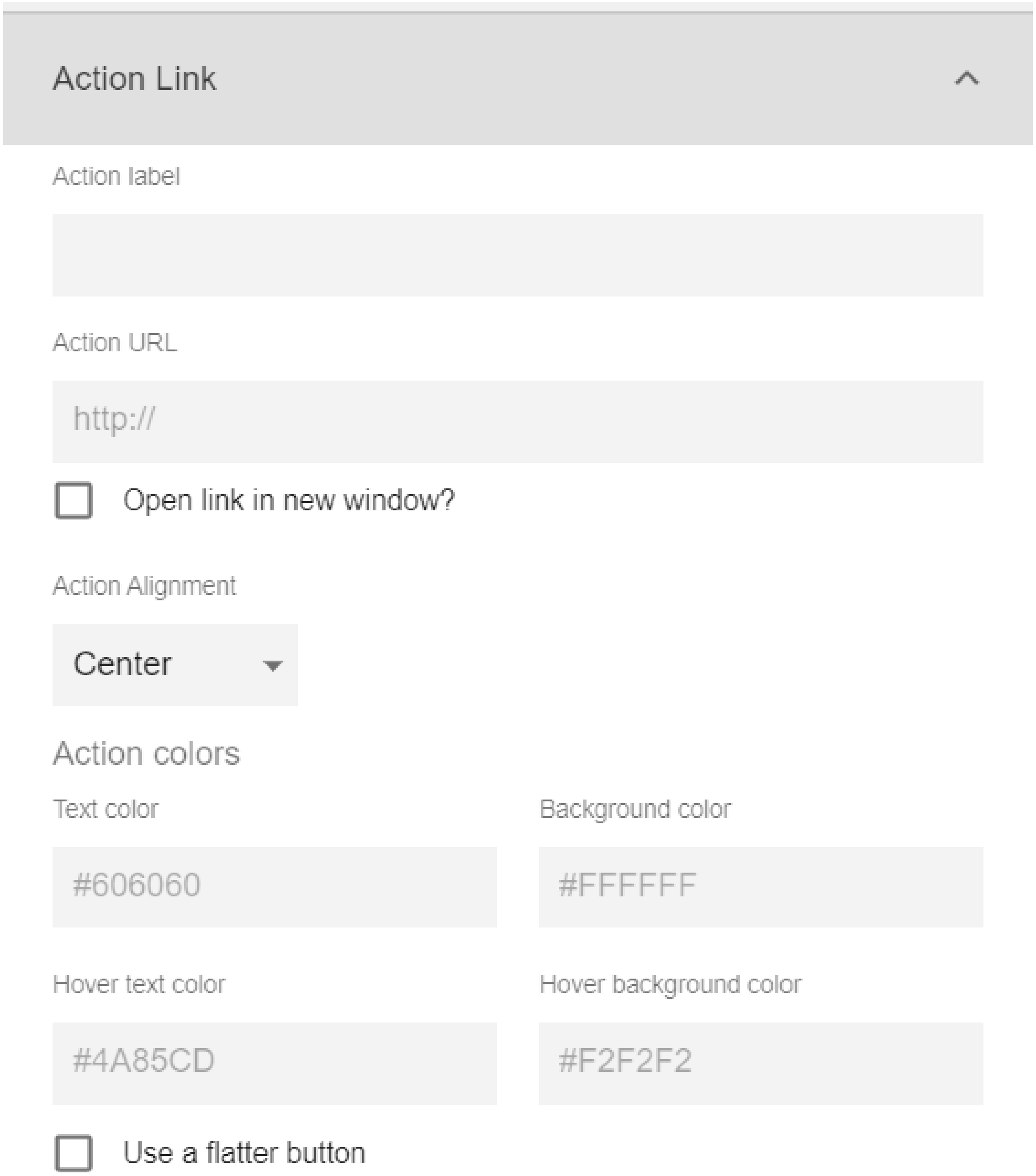
2. Enable **Display tile title?** to make the tile title visible.
3. Define **Headline**, set **Headline Alignment** (Left, Right, Center, or Justify) and a corresponding **Text Color**.



4. Provide **Description** and set the **Description Alignment** (Left, Right, Center, or Justify).
5. Set the **Background image**, **Background position**, **Text Color**, and **Padding**.

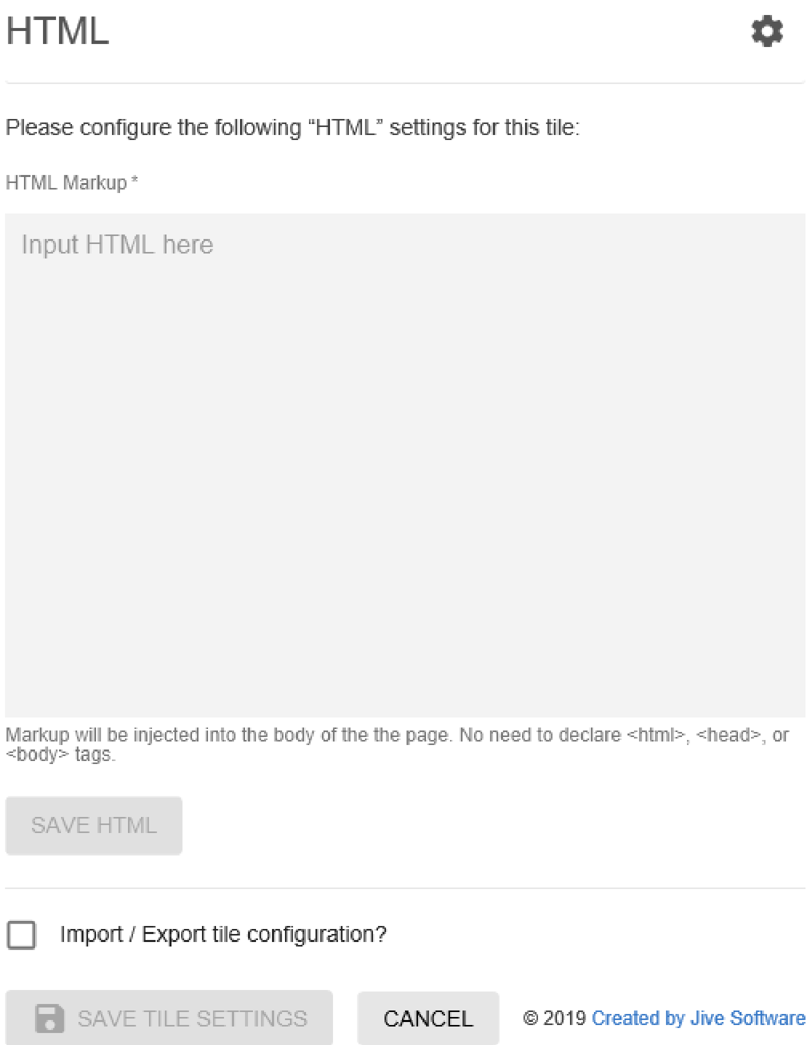


6. Define action link as follows:



a) Define the **Action label** and **Action URL**, enable **Open link in new window?** to open the Action URL in a new window.
b) Set the **Action Alignment** and **Action Colors** to display the button on hover.
c) Select **Use a flatter button** to display the Action button as a flat/elevated button respectively.

7. Define HTML code with or without Java script.

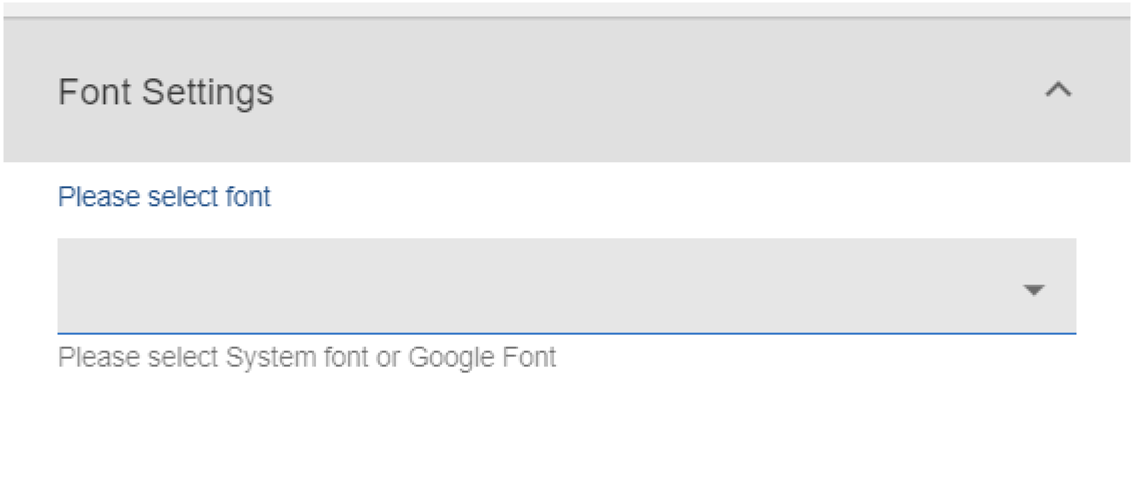


Insert the HTML code within `<div> ... </div>` to wrap the content, as the tile already provides the html, head, and body tags.

Caution: All JavaScript is stripped out from the HTML configurations for users who are not added to the defined Security Group. For more information, see Allowing JavaScript usage for specific users on page 167.

---

8. Select a font from Google Font Library.



Allowing JavaScript usage for specific users

Enable Javascript in HTML of General Settings.

For security reasons, access to add JavaScript is limited.

Caution: All JavaScript is stripped out from the HTML configurations for users who are not added to the defined Security Group.

We recommend to create a specialized user group and add users to the group as follows:

1. Create a user group (**Admin Console** > **People** > **Create** > **User Group**) with user group name as `jep_html_js_approved`.
2. Add one or more users, who should be able to add JavaScripts to the HTML, to this group.

3

Jive Extensions: Add-ons

Jive Extensions includes multiple add-ons that enhance user experience when using Jive.

For details, see the following topics:

- Admin Essentials add-on
- Advanced Navigation add-on
- Ask Me Anything add-on
- Author Change add-on
- Content Curator add-on
- Email Signature add-on
- Forms and Surveys App add-on
- GDPR add-on
- Ghost Publish add-on
- Microsoft Teams add-on
- Multiple Languages add-on
- Quick Links add-on
- Remove Followers add-on
- Social Group Sync add-on
- User Group Sync add-on

Admin Essentials add-on

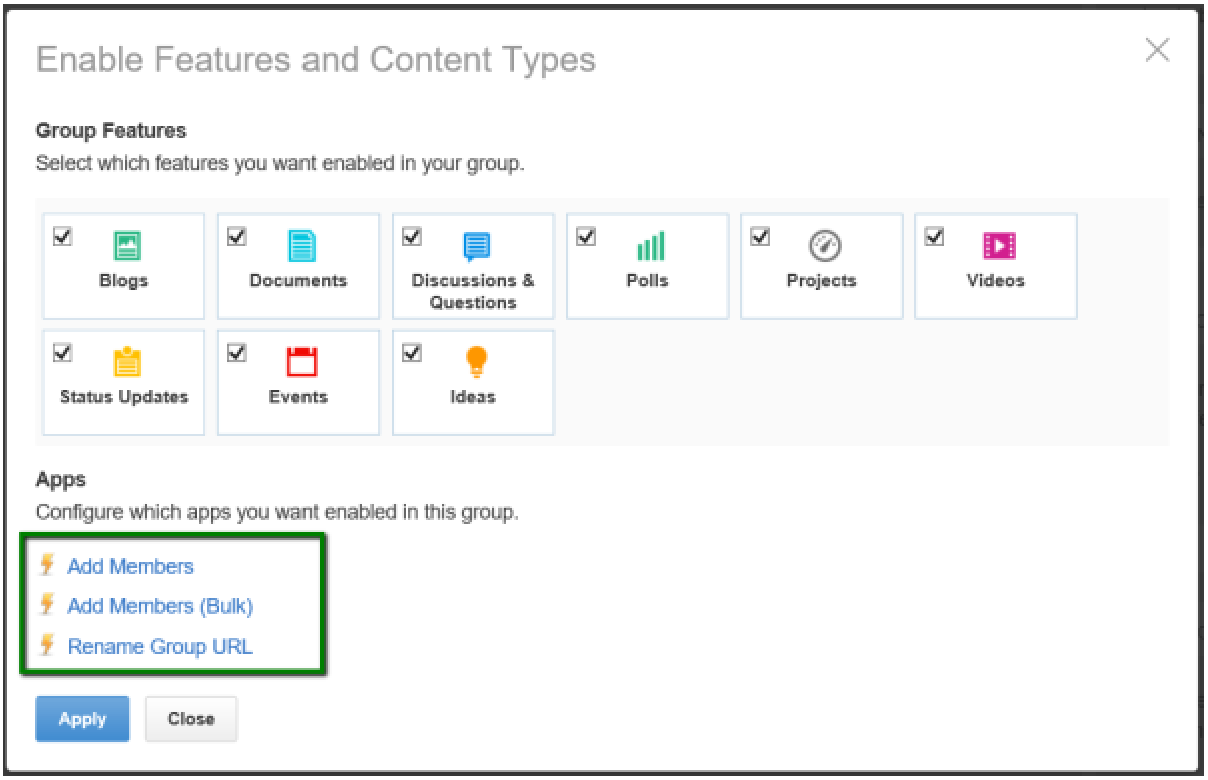
The Admin Essentials add-on helps to change social group URLs and bulk-adding users to the social groups (by username, ID, or email address).

The Admin Essentials add-on allows group administrators the option to add users to the group while skipping the general invitation/accept/approval process for group membership. Users can be added in bulk to social groups and the URL of the social group can be changed.

With Admin Essentials add-on, users gain access to the following features:

- Add members (in bulk) – all social group administrators and owners (of the related social group).
- Add members (single) – only users from specifically configured user groups.
- Rename social group URL – only users from specifically configured user groups.

Figure 23: The options that the Admin Essentials add-on adds to social group configuration



Installing Admin Essentials Add-on

Open a support with the Support to install this add-on.

Configuring Admin Essentials Add-on

Admin Essentials Add-on is an add-on that uses user groups for determining access.

Fastpath: Admin Console > Permissions > User Groups

Fastpath: Advanced Admin Console > People > Management > Create User Group

Fastpath: User interface: Your avatar > Add-ons

A user must have at least Manage System permissions to configure add-ons.

Configuring user groups for Admin Essentials

The Admin Essentials add-on uses user groups to provide secure access to the add-on features.

To configure user groups for the Admin Essentials add-on:

1. Go to the user group configuration page:
   - **Admin Console** > **Permissions** > **User Groups**
   - **Advanced Admin Console** > **People** > **Management** > **Create User Group**
2. Under **General Settings**, enter a user group name and click **Create Group**.

   For this example, we are creating a `URL Rename Permission Group` user group.
3. Add the concerned administrators as members to this user group.
4. Save the changes.

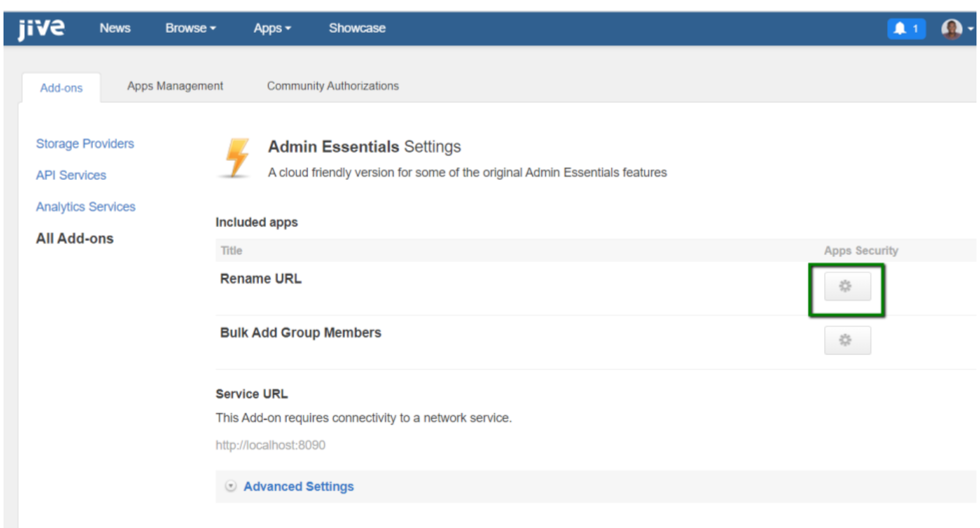
Applying user groups to Admin Essentials

Add the preconfigured user group (or groups) to the Admin Essentials Add-on configuration to allow using the **Rename social group URL** feature.

To configure user groups for the Admin Essentials add-on:

1. Go to **User interface: Your avatar** > **Add-ons** > **All Add-ons** > **Installed** .
2. Find **Admin Essentials** in the list, click **the gear icon** > **Settings** .

   Figure 24: Admin Essentials add-on settings

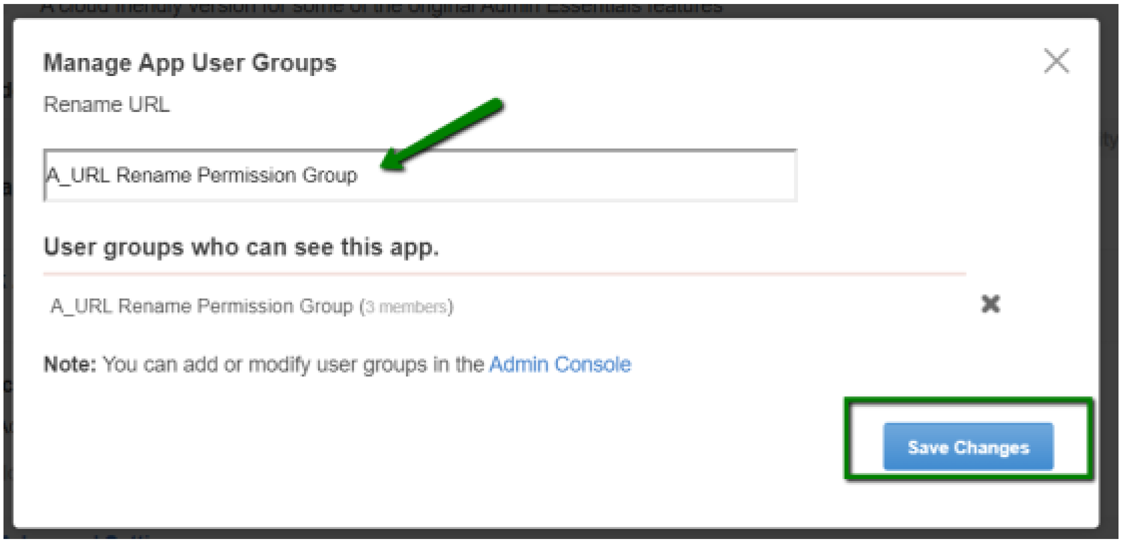
   

3. Under **App Security**, click the gear icon next to **Rename URL**.

   User groups with access to the Change Group URL feature are listed here. By default, the **All registered users** user group is used.

4. Remove **All registered users** and add the user groups which should have access to the feature.

Figure 25: Configuring user groups for the *Rename social group URL* feature



In this example, we are adding the `URL Rename Permission Group` user group.

5. Save the changes.

Social group administrators and owners who are members of the specified user group (`URL Rename Permission Group` in the example) will be able to access the **Rename Group URL** feature of the Admin Essentials add-on. And, consequently, users who do not belong to the specified user groups will not have access to the feature.

Using the Admin Essentials add-on

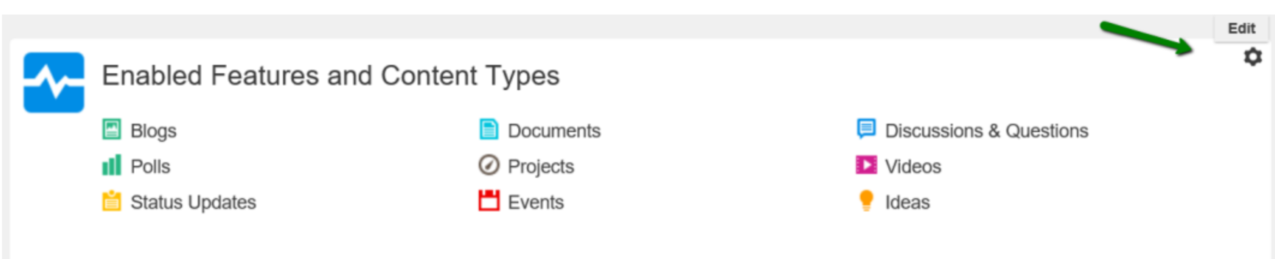
Here you can find details on using the Admin Essentials add-on.

Admin Essentials adds options for changing social group URLs and adding users (in bulk or one by one) to the social groups without the hassle of inviting users first (and waiting for them to accept invitations).

To access the Admin Essentials actions:

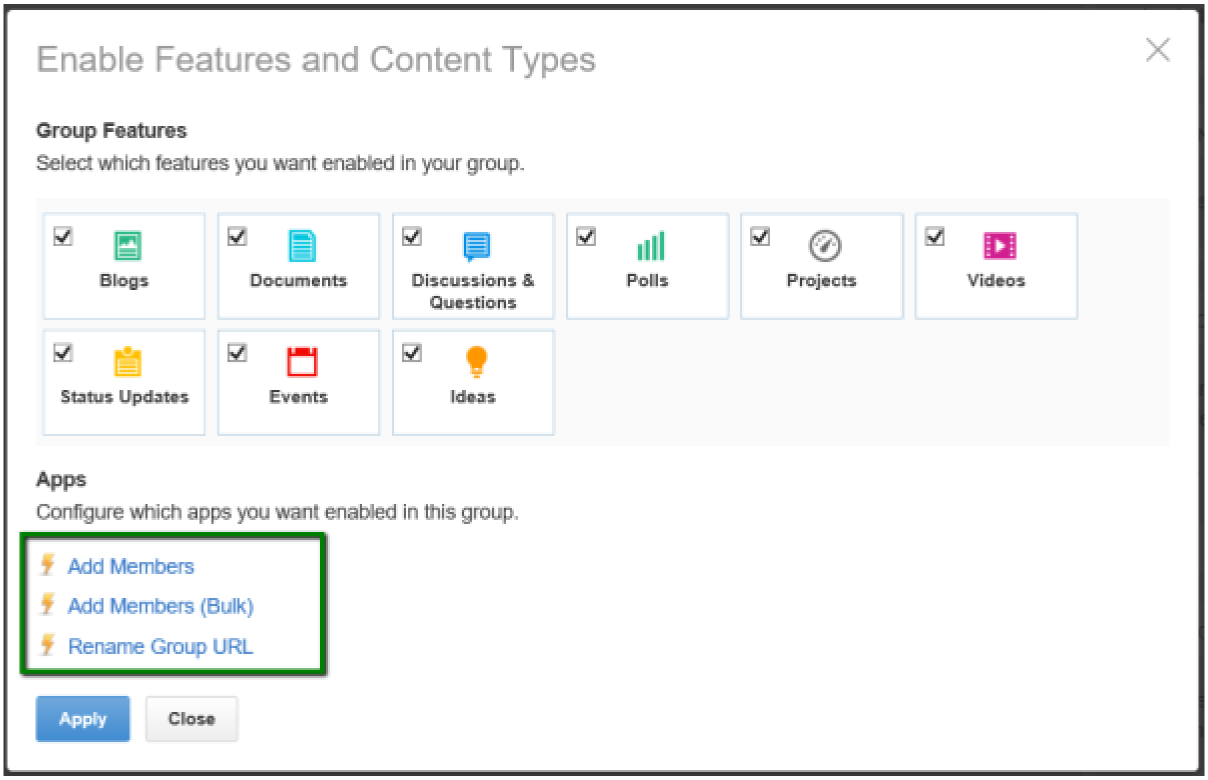
1. Go to the landing page of the concerned social group, where the add-on is to be configured. Select **Manage** > **Settings** .
2. Click the gear icon to change the advanced social group settings.

Figure 26: Opening Enabled Features and Content Types settings



This opens the **Enabled Features and Content Types** settings with the add-on actions.

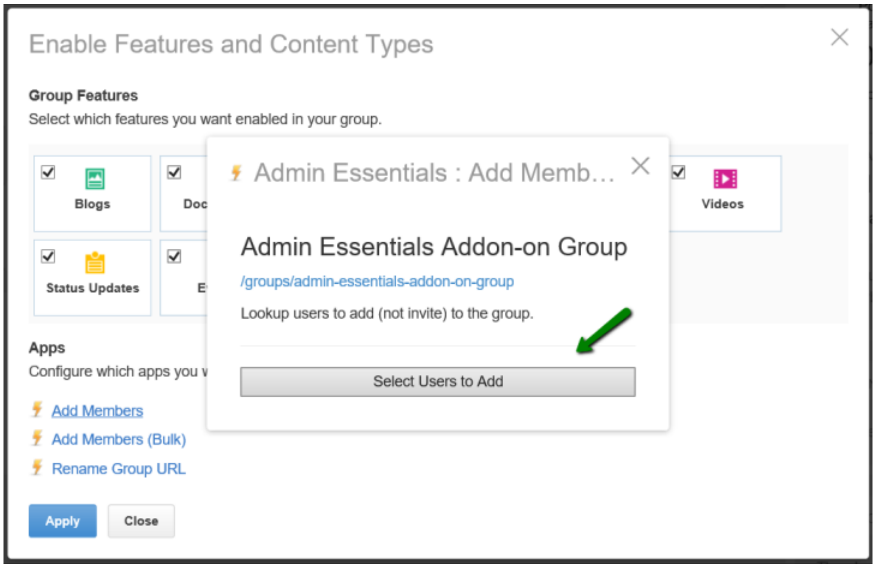
Figure 27: The options that the Admin Essentials add-on adds to social group configuration



Adding members one-by-one with Admin Essentials

Administrators can add several members one-by-one while skipping the general invitation/accept/approval process for group membership.

1. Go to the social group where members are to be added in bulk without inviting them.
2. Click **Manage** > **Settings** of the group.
3. Click **Enable Features and Activity** > **gear icon** .
4. Click **Add Members**.



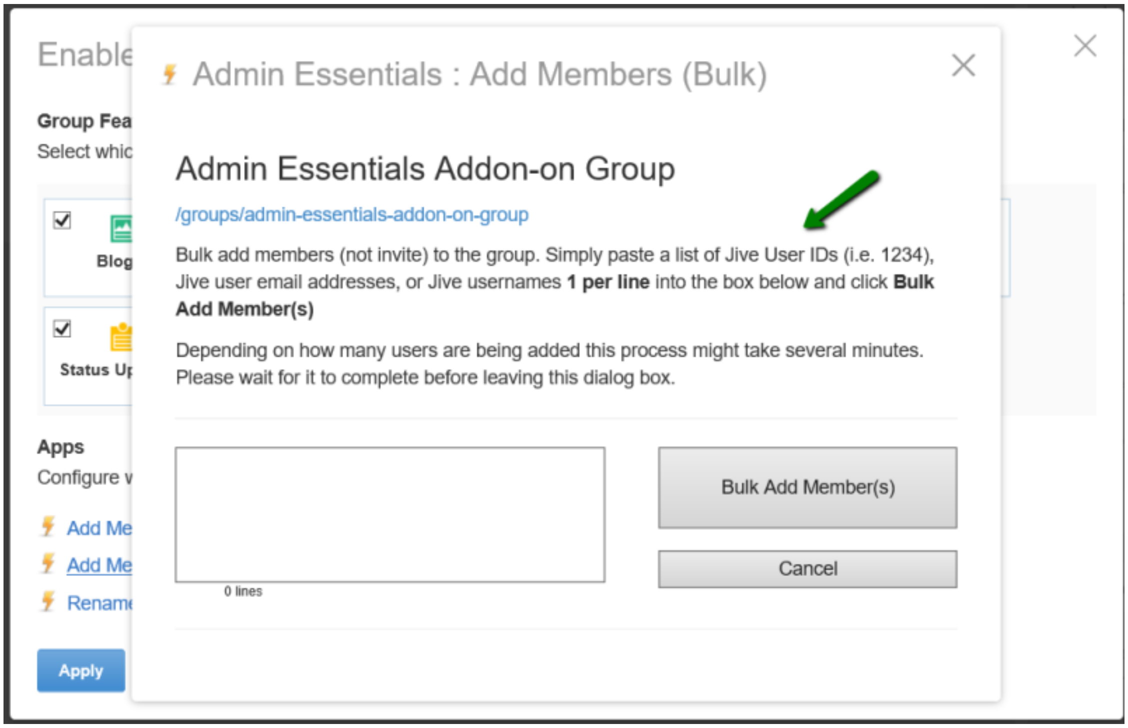
5. Follow the instructions on the screen display. E-mail Signature

Bulk-adding members with Admin Essentials

Administrators can add several members in bulk while skipping the general invitation/accept/approval process for group membership.

To add members in bulk:

1. Go to the social group where members are to be added in bulk without inviting them.
2. Click **Manage** > **Settings** of the group.
3. Click **Enable Features and Activity** > **gear icon** .
4. Click **Add Members (Bulk)**.



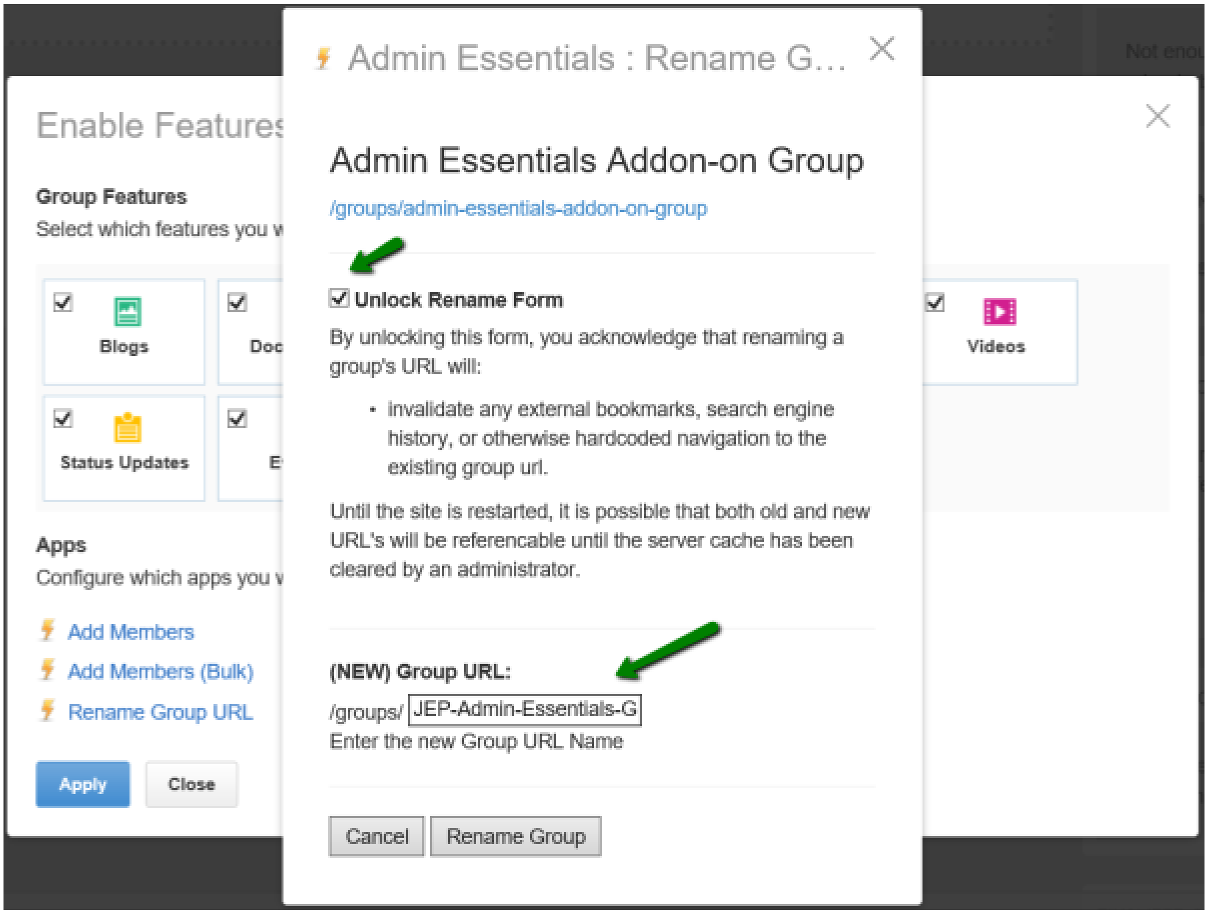
5. Follow the instructions on the screen display. E-mail Signature

Changing social group URL with the Admin Essentials add-on

Administrators can change the name and URL of the social group.

Social Group Administrators (of the related Social Group) who are NOT members of the predefined user groups (`A_URL Rename Permission Group` in our example), will not be able to access the Rename Group URL feature of the Admin Essentials add-on.

1. Go to the social group where members are to be added in bulk without inviting them.
2. Click **Manage** > **Settings** of the group.
3. Click **Enable Features and Activity** > **gear icon** .
4. Click **Rename Group URL**.



5. Select **Unlock Rename Form**.
6. Provide the new group URL as indicated.
7. Click **Rename Group** to save the settings.

Advanced Navigation add-on

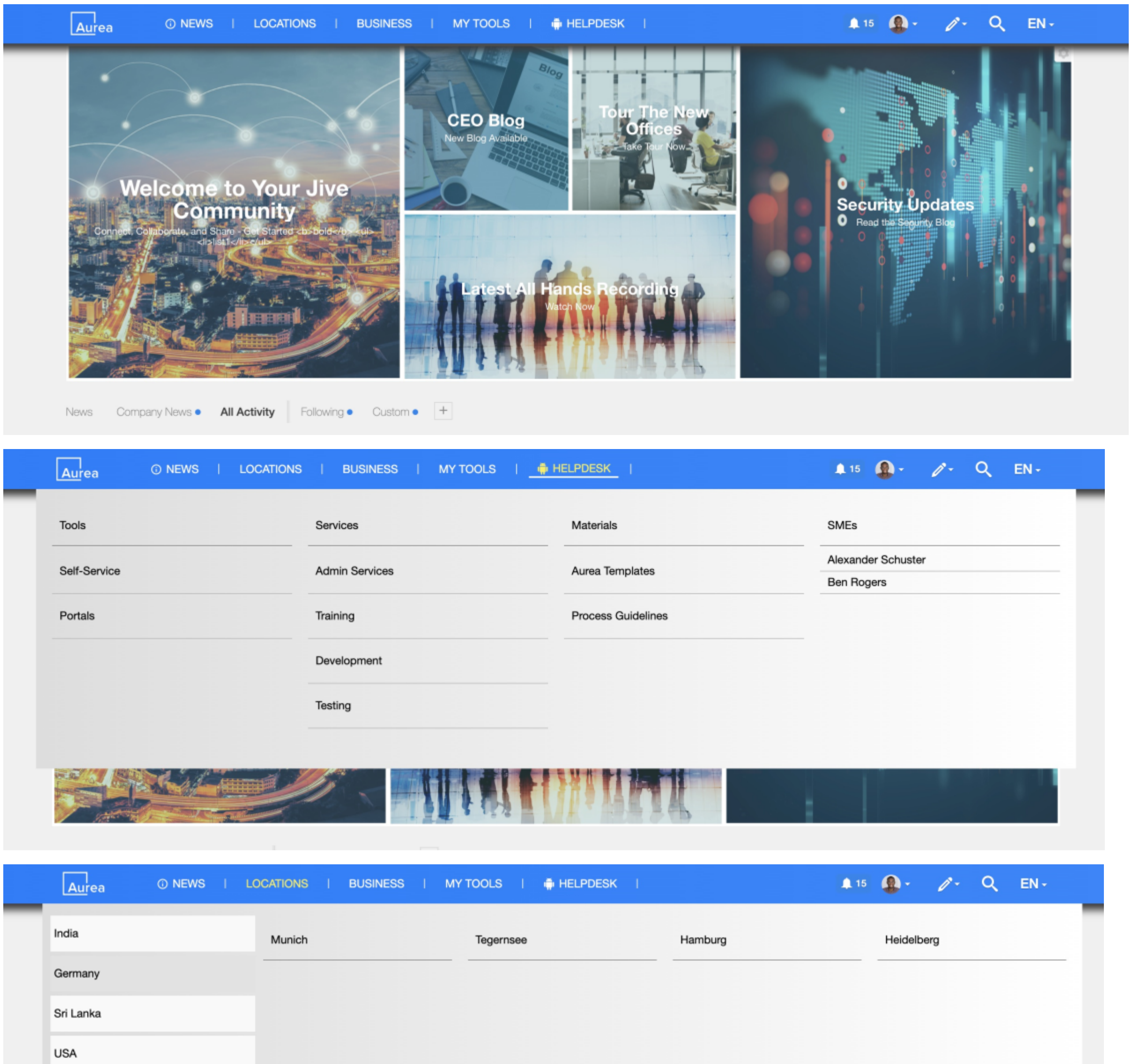
This add-on allows customizing the look and experience of your Jive instance's navigation. Advanced Navigation was created because global navigation is critical to a site's usability, and assists to drive users down key paths so they are able to find what they are looking for.

With Advanced Navigation, you gain the following benefits to create the site navigation that is most beneficial to your organization and users:

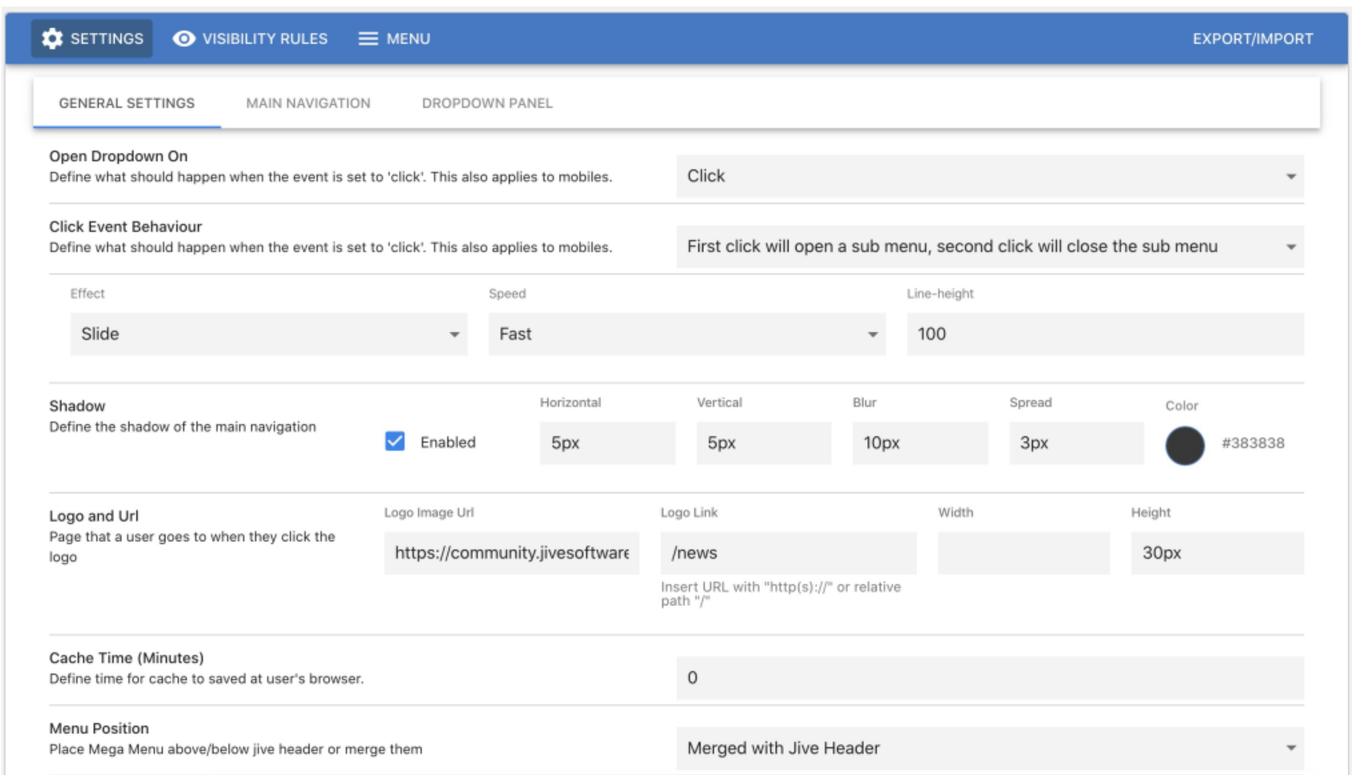
- Replace or add individual links to the existing header navigation of Jive
- Administer the navigation structure of your menu with easy drag and drop editing
- Create horizontal and vertical Menus
- Add images or text elements to your menus
- Translate navigation items in all Jive supported languages

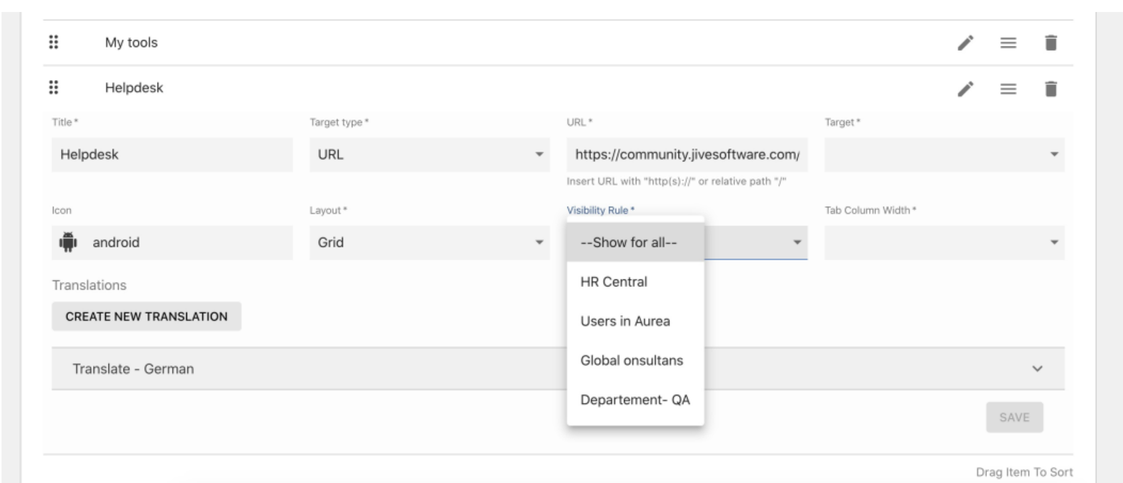
- Utilize our large icon library to highlight elements
- Fully responsive so your menu renders as intended on any browser or device
- Fine-grained control over menu item styling
- Visibility rules: show or hide items based on profile information or user group membership with navigation that is relevant to your users needs

Improve your staff's Jive experience, learn which pages and paths are most visited and engaging, and continually optimize your menus to present the content and places most valuable to your user base.




SETTINGS
VISIBILITY RULES
MENU
EXPORT/IMPORT
Mega Menu Items
News
Locations
Business
My tools
Helpdesk
Drag Item To Sort
CREATE NEW MENU ITEM


SETTINGS
VISIBILITY RULES
MENU
EXPORT/IMPORT
GENERAL SETTINGS
MAIN NAVIGATION
DROPDOWN PANEL
Open Dropdown On
Define what should happen when the event is set to 'click'. This also applies to mobiles.
Click
Click Event Behaviour
Define what should happen when the event is set to 'click'. This also applies to mobiles.
First click will open a sub menu, second click will close the sub menu
Effect
Slide
Speed
Fast
Line-height
100
Shadow
Define the shadow of the main navigation
Enabled
Horizontal
5px
Vertical
5px
Blur
10px
Spread
3px
Color
#383838
Logo and Url
Page that a user goes to when they click the logo
Logo Image Url
https://community.jivesoftware
Logo Link
/news
Insert URL with "http(s)://" or relative path "/"
Width
Height
30px
Cache Time (Minutes)
Define time for cache to saved at user's browser.
0
Menu Position
Place Mega Menu above/below jive header or merge them
Merged with Jive Header


My tools
Helpdesk
Title *
Helpdesk
Target type *
URL
URL *
https://community.jivesoftware.com/
Insert URL with "http(s)://" or relative path "/"
Target *
Icon
android
Layout *
Grid
Visibility Rule *
--Show for all--
HR Central
Users in Aurea
Global onsultans
Departement- QA
Tab Column Width *
Translations
CREATE NEW TRANSLATION
Translate - German
SAVE
Drag Item To Sort

Installing Advanced Navigation Add-on

Open a support with the Support to install this add-on.

Configuring access to the Advanced Navigation Add-on

Advanced Navigation Add-on is an add-on that uses user groups for determining access. Only the members added to this user group can access and configure the Advanced Navigation Add-on configuration settings.

Fastpath: **Admin Console** > **Permissions** > **User Groups**

Fastpath: **Advanced Admin Console** > **People** > **Management** > **Create User Group**

Fastpath: **User interface: Your avatar** > **Add-ons**

A user must have at least Manage System permissions to configure add-ons.

Configuring user groups for Advanced Navigation

The Advanced Navigation add-on uses user groups to provide secure access to the add-on features.

To configure user groups for the Advanced Navigation add-on:

1. Go to the user group configuration page:
   - **Admin Console** > **Permissions** > **User Groups**
   - **Advanced Admin Console** > **People** > **Management** > **Create User Group**
2. Under **General Settings**, enter a user group name and click **Create Group**.

   For this example, we are creating a `Advanced Navigation add-on editors` user group.
3. Add the concerned administrators as members to this user group.
4. Save the changes.

Applying user groups to Advanced Navigation

Add the preconfigured user group (or groups) to the Advanced Navigation Add-on configuration to allow users of this group to use the add-on.

Fastpath: **User interface: Your avatar** > **Add-ons**

A user must have at least Manage System permissions to configure add-ons.

To configure user groups for the Advanced Navigation add-on:

1. Go to **User interface: Your avatar** > **Add-ons** > **All Add-ons** > **Installed** .
2. Find **Advanced Navigation** in the list, click **the gear icon** > **Settings** .
3. Under **App Security**, click the gear icon next to **Advanced Navigation**.

   User groups with access to the `Advanced Navigation add-on editors` feature are listed here. By default, the **All registered users** user group is used.

4. Remove **All registered users** and add the user groups which should have access to the feature.

   In this example, we are adding the `Advanced Navigation add-on editors` user group.

5. Save the changes.

Members of the specified user groups (`Advanced Navigation add-on editors` in the example) can now configure and use the Advanced Navigation add-on.

Configuring the Advanced Navigation Add-on: Initial setup

After installing the Advanced Navigation Add-on you need to finish the initial setup of the add-on.

1. Go to **User interface: Your avatar** > **Add-ons** > **All Add-ons** > **Installed** .
2. Find **Advanced Navigation** in the list, click **the gear icon** > **Settings** .
3. Click **Configure Now** and a list of files that need to be synced with the root space will be shown:

   Note: If all the files are up to date, no sync is required.

   ---

4. When clicking on **Sync**, if the add-ons are running on a different domain than the Jive application (secure mode - default behavior), enter the credentials of the **current user**, which has to be **non-federated account** and having full admin access permission:
5. Once the sync is completed all the status icons should be a checkmark. The custom header code that needs to be added in Jive will be shown.
6. Copy the displayed custom header code.
7. Click **Save** and **Save and Activate** on the next screen.
8. Go to **Your avatar** > **Themes** > **Advanced** > **Custom Header** to configure the community theme.
9. Add the HTML code, generated in Step Step 6 on page 179, in the **Customer header HTML** box.

10 **Save and Publish** this new theme.

11 Go to the configuration page via the URL: `<instance URL>/apps/mega-menu-add-on` to configure the Advanced Navigation Add-on.

Now you can configure the Advanced Navigation set up access (as described in Configuring access to the Advanced Navigation Add-on on page 178) and then create your Advanced Navigation (as described in Configuring Advanced Navigation on page 180).

Configuring Advanced Navigation

Here are the ways to customize Jive menu with the Advanced Navigation Add-on.

The Configuration Panel:

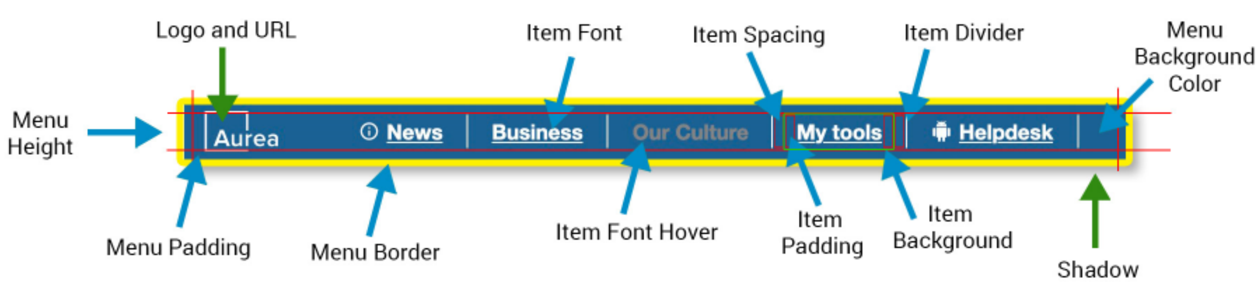
Fastpath:

- **Apps** > **Advanced Navigation**
- **Create Menu** > **Advanced Navigation Configuration** >
- Direct Link: `<instance URL>/apps/mega-menu-add-on`

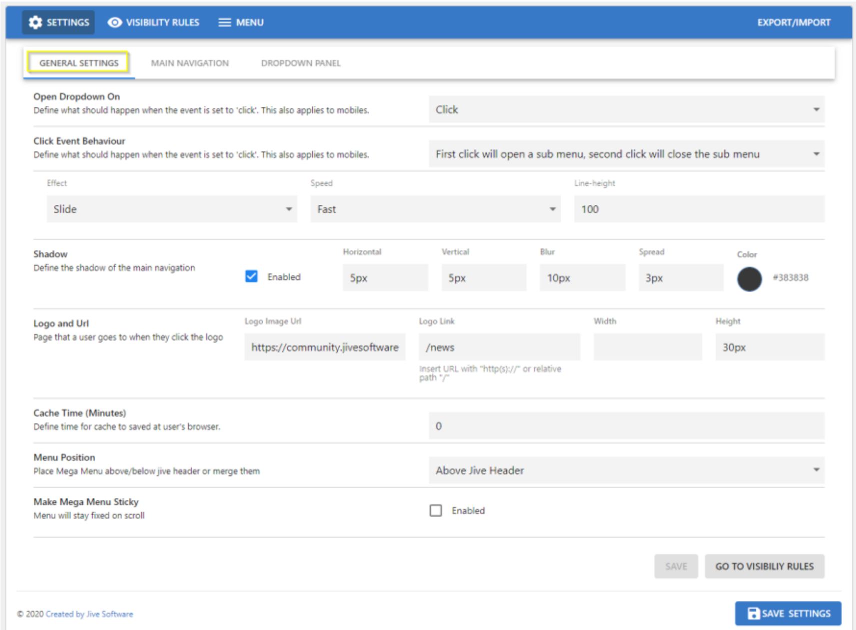
To configure the Advanced Navigation Add-on, ensure the appropriate user is added to the user group (for example, `Advanced Navigation add-on editors`). For more information, see Configuring access to the Advanced Navigation Add-on on page 178.

General settings

Here you can find the general settings of a menu.

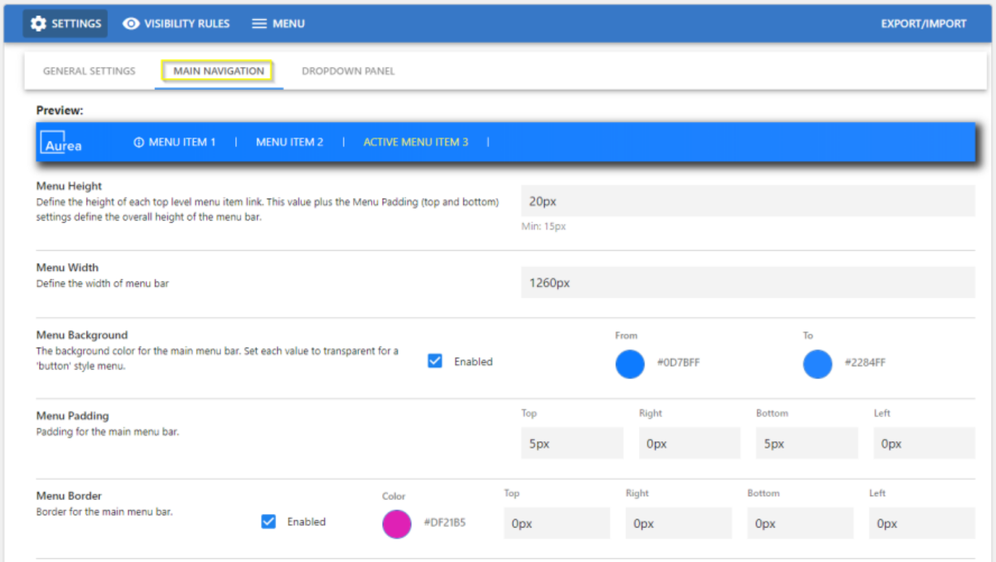


General Settings > General Settings



- **Open Dropdown on**:
  - Hover
  - Click
- **Effect** for panel / dropdown
  - None
  - Fade
  - Slide
  - Push - site content is pushed down
- **Speed** of panel rendering: Fast / Medium / Slow
- **Line Height**: Defines the height of the hover background
- **Shadow**
- **Logo**: Link to Logo image file
- **URL**: Target link when click on logo
- **Cache Time**: Time before Menu structure is updated
  - Greater values can improve performance
- **Menu Position**:
  - Show Menu above standard Jive header bar
  - Show Menu below standard Jive header bar
  - Merge Menu with standard Jive header bar

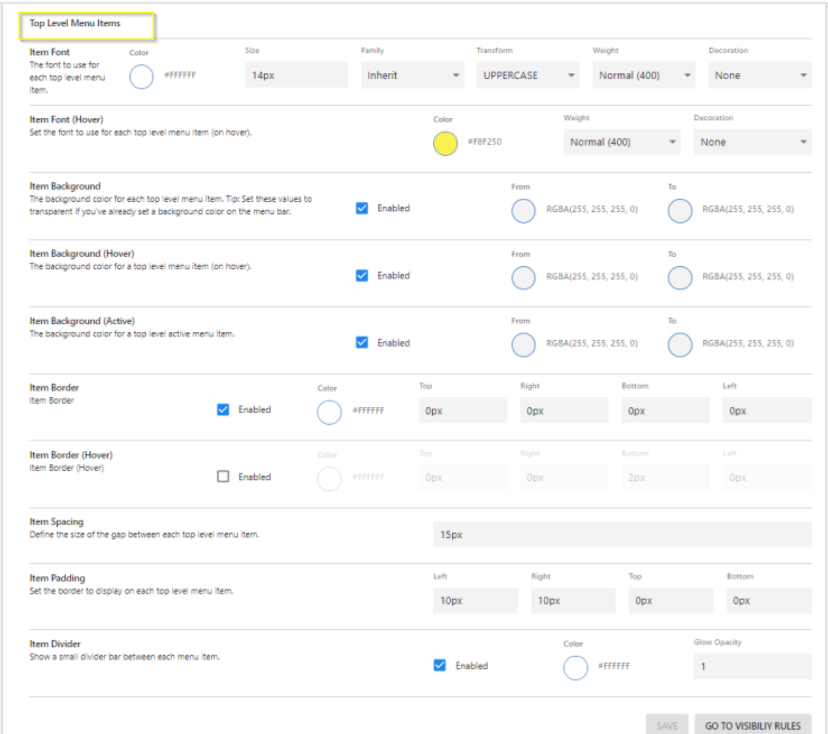
General Settings > General Settings : Main Navigation : Main Menu - general



Main Navigation (Top Level)

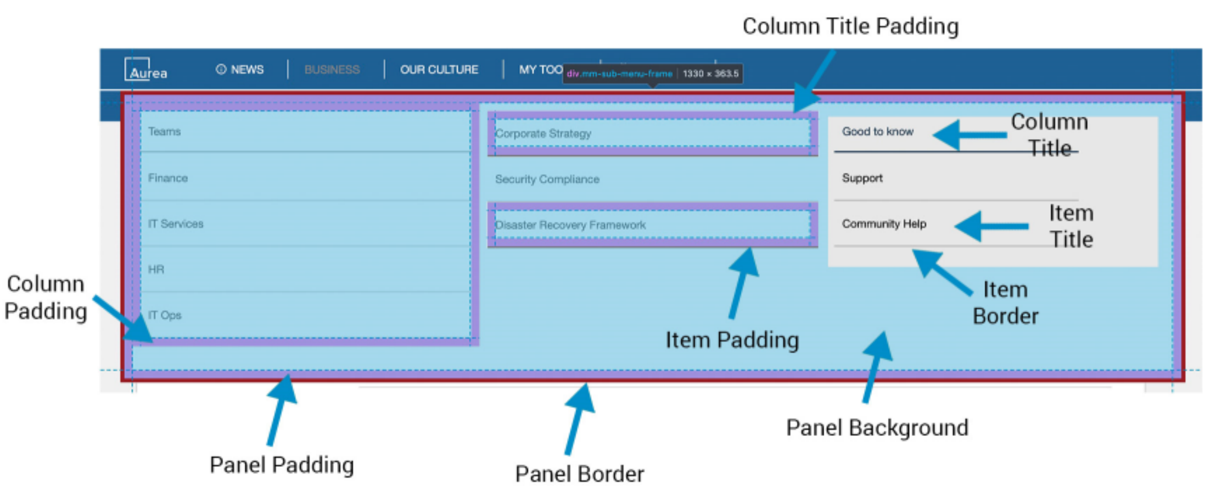
- **Preview**
- Menu **Height**
- Menu **Width** (set 40 px less than Global Theme width configured)
- Menu Background Color
- Menu **Padding**
- Menu **Border**

General Settings > General Settings : Main Navigation : Top Level Menu Items

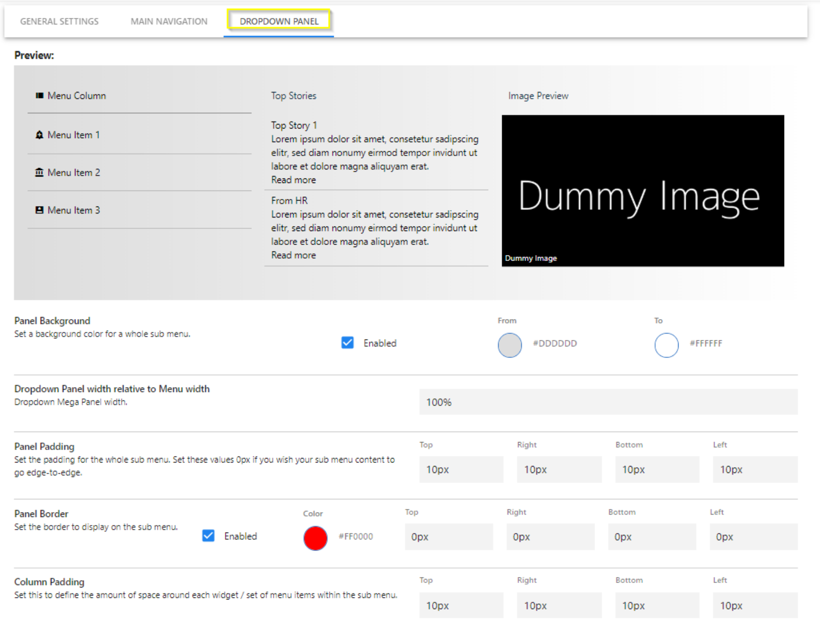


Top Level Menu Items

- **Font**: Family - Supports various font families, Size, Color, Text Transform, Weight, Decoration, Alignment
- **Font hover**: Color, Weight, Decoration
- **Background Color**, can be single color or a gradient from/to shade: on Menu hover and when active
- Item **Spacing**
- Item **Padding** (left, right)
- item **Divider**: Enabled/Disabled, Color and Opacity



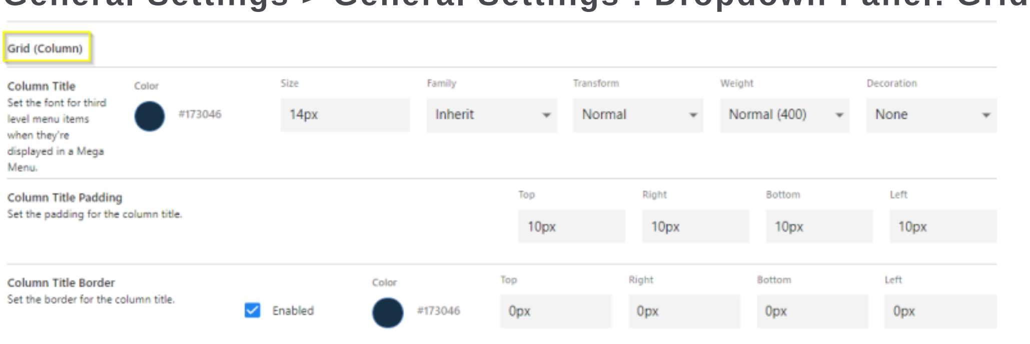
General Settings > General Settings : Dropdown Panel: Panel Settings



Dropdown Panel

- **Preview**
- Panel **background**
- Panel **width** in percent
- Panel **padding**
- Panel **border**: Color and size
- **Column Padding**

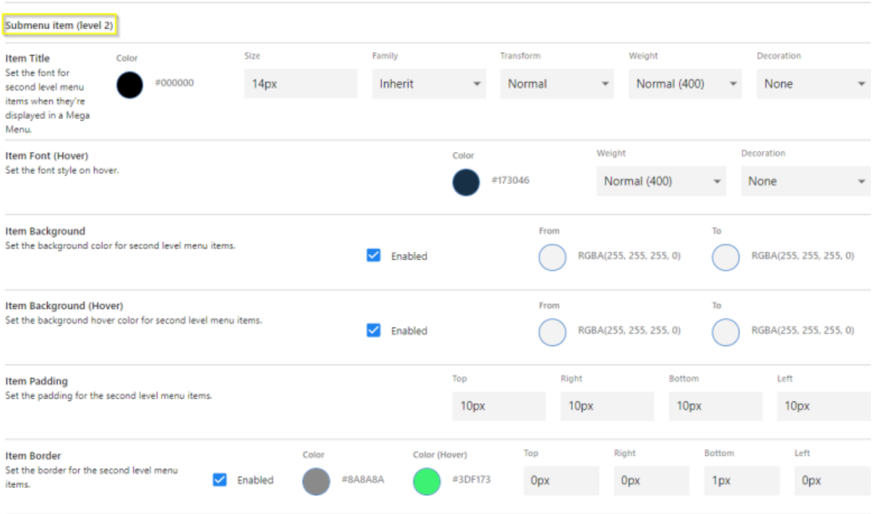
General Settings > General Settings : Dropdown Panel: Grid (Column)



Grid (column)

- **Title**: Family, Size, Color, Transform (Normal/Capitalize Words/UPPER CASE/lower case), Weight (Light/Bold/Normal), Decoration(None/Underline), Align (Center/Left/Right)
- **Font**: family, size, color, transform, weight, decoration, alignment
- **Padding**
- **Border**

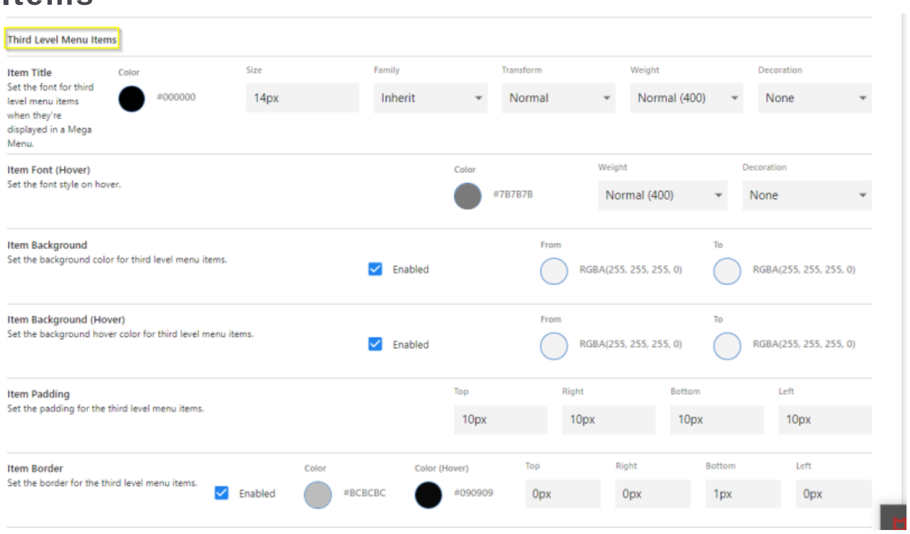
General Settings > General Settings : Dropdown Panel: Sub-level 1



Sub-menu item (Level 2)

- Item **Title**: Family, Size, Color, Transform (Normal/Capitalize Words/UPPER CASE/lower case), Weight (Light/Bold/Normal), Decoration(None/Underline), Align (Center/Left/Right)
- Item **Font** (hover): color, weight, decoration
- Item **Background**
- Item **Background (hover)**
- Item **Padding** (top, right, bottom, left)
- item **Border**

General Settings > Gen+eral Settings : Dropdown Panel: Third Level Menu Items



Third Level Menu item

- Item **Title**: Family, Size, Color, Transform (Normal/Capitalize Words/UPPER CASE/lower case), Weight (Light/Bold/Normal), Decoration(None/Underline), Align (Center/Left/Right)
- Item **Font** (hover): color, weight, decoration
- Item **Background**
- Item **Background (hover)**
- Item **Padding** (top, right, bottom, left)
- Item **Border**

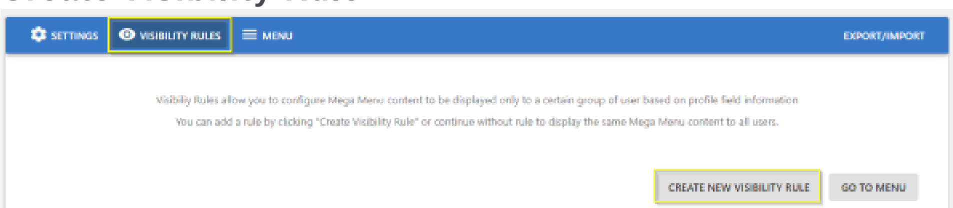
Save configuration on page.

Confirm all settings with **Save Advanced Navigation Settings**.

Elements of Visibility Rules

Here you can find the visibility rules that define visibility of elements in a menu.

Create Visibility Rule



1. Click **Create Visibility Rule** to add a rule.
2. Enter a **Title** for the rule.
3. Click **Add Rule**.

These configured Visibility Rules appear on different levels of Menu configurations (as explained in the respective sections in this document) with the following options:

- **Show for All**: Default visible to all.
- The configured Visibility Rules can be selected on each menu item.

Manage Rules

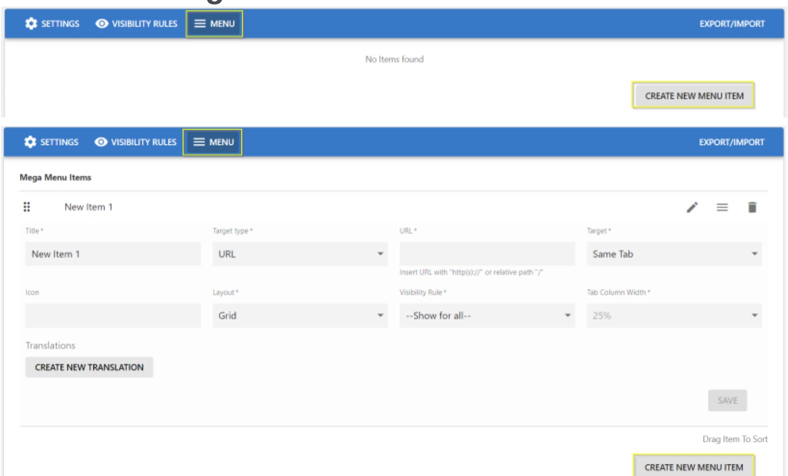
Profile Field - Title

1. Select Profile **Field Name**. All the Profile Fields configured in the Admin Console are displayed as values in a dropdown.
2. Enter Profile **Field Value**.
3. Specify the **Condition** for the user's profile field value to match all/any rule.
4. Click **Save** and **Save Advanced Navigation Settings** to save updates.

Elements of Menu Settings

Here you can find the menu settings that define the contents of a menu.

Menu Settings > Create new menu item



Main Main - Item:

- Item **Title**
- Item Target/URL Type:
  - **None**
  - **Content Picker**: Search and select a Jive content
  - **Place Picker**: Search and select a Jive place
  - **URL** > **Set Target URL**
  - **Target** > **Set Target**
- Item **Icon** - Select Icon from Library
- Item **Layout**:
  - **None**
  - **Grid**: Menu - Sub Menus are displayed in a multi-column/row Layout
  - **Vertical Tab** - Sub Menus are displayed in a single Column
- **Tab Column Width**

Menu Settings > Manage Menu Items

Use the manage icons:

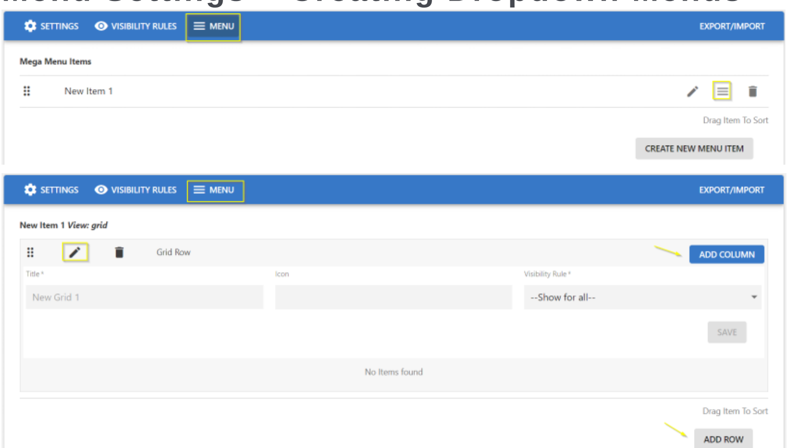
- To edit (pencil icon).
- To add/access sub-menu items (three-lines icon).
- To delete (trash can icon).
- To re-arrange the item: drag and drop within the list.

Menu Settings > Main Menu > Translation for various languages

Menus can be configured in various languages:

1. Click **Create New Translation**.
2. Select the **Language** in which the Main Menu is to be displayed.
3. Provide the **Title** in the respective Language.
4. Item Target/URL Type :
   - **None**
   - **Content Picker** - provide the content in the respective language.
   - **Place Picker** - provide the Place, the user is to be navigated to.
   - **URL** - Specify the dedicated target URL link (internal/external).

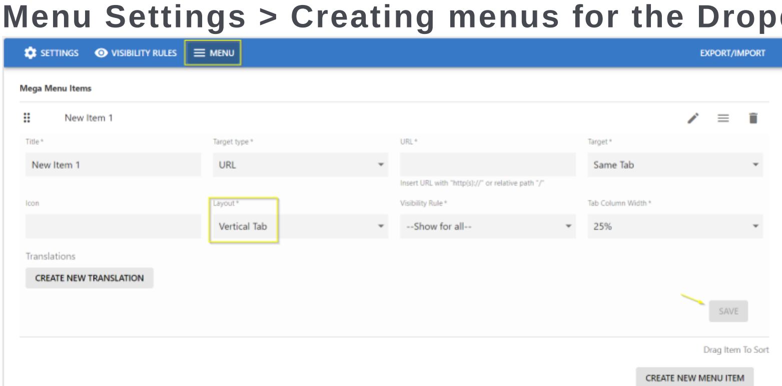
Menu Settings > Creating Dropdown Menus



To create/access dropdown menus:

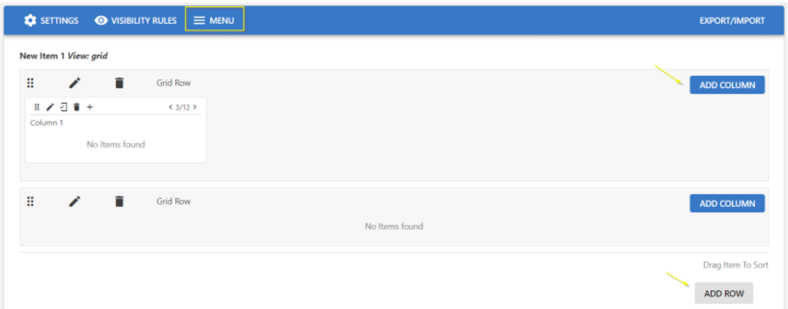
1. Click the burger/three-lines icon.
2. Click the pencil icon to add/edit details.
   - Sub-Menu Title, Icon, Visibility Rule
3. Click **Save**.

Menu Settings > Creating menus for the Dropdown menus - Vertical Tab Style



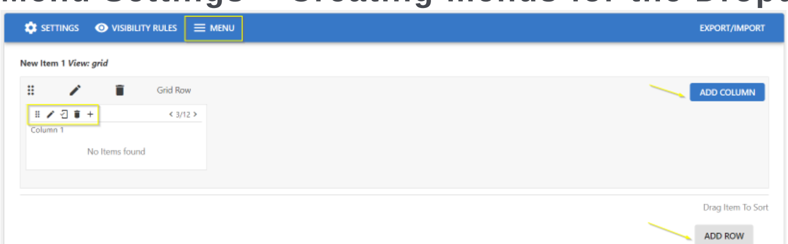
To create the Dropdown menus in Vertical layout:

1. Select the **Layout** as Vertical Tab and set the % for **Tab Column Width**.
2. Specify the other details: Title, URL Type (Content Picker/Place Picker/URL), URL(Place/Content/URL, Icon, Visibility Rules as appropriate.
3. Click **Save** to save the Settings.



- To add more Dropdown menus, click **Add Column** / **Add Row**.
- To delete a Dropdown menu, click the appropriate trashcan icon.
- Click **Save**.

Menu Settings > Creating menus for the Dropdown menus - Grid Style



To create the Dropdown menus as a Grid:

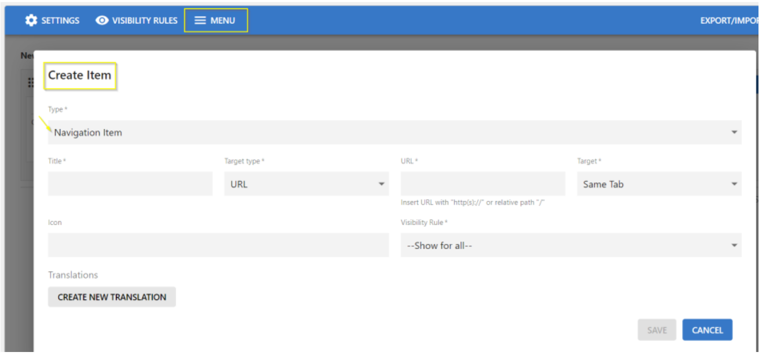
1. Select the **Layout** as **Grid**

Note: Tab Column Width is disabled.

2. In the screen, use the edit set of icons highlighted to:
   - Pencil icon: edit the column and provide the sub-menu details: Title, URL Type (Content Picker/Place Picker/URL), URL(Place/Content/URL, Icon, Visibility Rules as appropriate
   - Mobile icon: Show/Hide menu in mobile
   - Trashcan icon: Delete column
   - + icon: add another sub-menu/element.

     This opens the Create Item screen

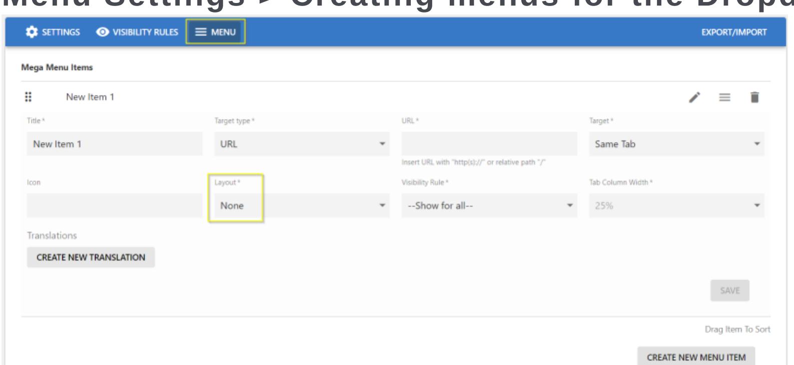
3. Adjust the column width in the grid display by increasing/decreasing the parameter "< **4**/12 >" or you can work with the numbers to decide the columns to be displayed a large/narrow column.
4. Click **Add Column** / **Add Row** to add more columns in the same row or to create a new row in the Grid layout.



On the Create Item screen:

1. Select Type:
   - **Navigation Item**: Directs the user based on the Content, Place or URL configured.
   - **Image**: Use this feature to illustrate images.
   - **Text**: Can be used to add Text to an Image or to display a Preview text.
2. Accordingly provide the other details on the screen: URL Type (Content Picker/Place Picker/URL), URL(Place/Content/URL, Icon, Visibility Rules as appropriate.
3. To create the sub-menu in various languages, click **Create New Translation** and provide the specific details.
4. Click **Save** to save the Settings.
5. Click **Save Menu Settings** to save all the configured settings.

Menu Settings > Creating menus for the Dropdown menus - "None" Style



To create a Menu/Sub-menu as a Title which can be directly selected via a link:

1. Select the Layout as **None**.
2. Specify the other details: Title, URL Type (Content Picker/Place Picker/URL), URL(Place/Content/URL, Icon, Visibility Rules as appropriate.

3. Click **Save** to save the Settings.
4. Click **Save Advanced Navigation Settings** to save all the configured settings.

Exporting and importing Menu configuration

The Export/Import feature is a great way to use a configured Menu on another instance – or to save previous configurations as a backup.

To use the currently configured settings in the Advanced Navigation add-on on another environment or instance:

1. On the Advanced Navigation configuration panel, click **Export/Import**.
2. Copy data.
3. Click **Save** to save the Settings.
4. Click **Save Menu Settings** to save all the configured settings.

Examples of Advanced Navigation configuration

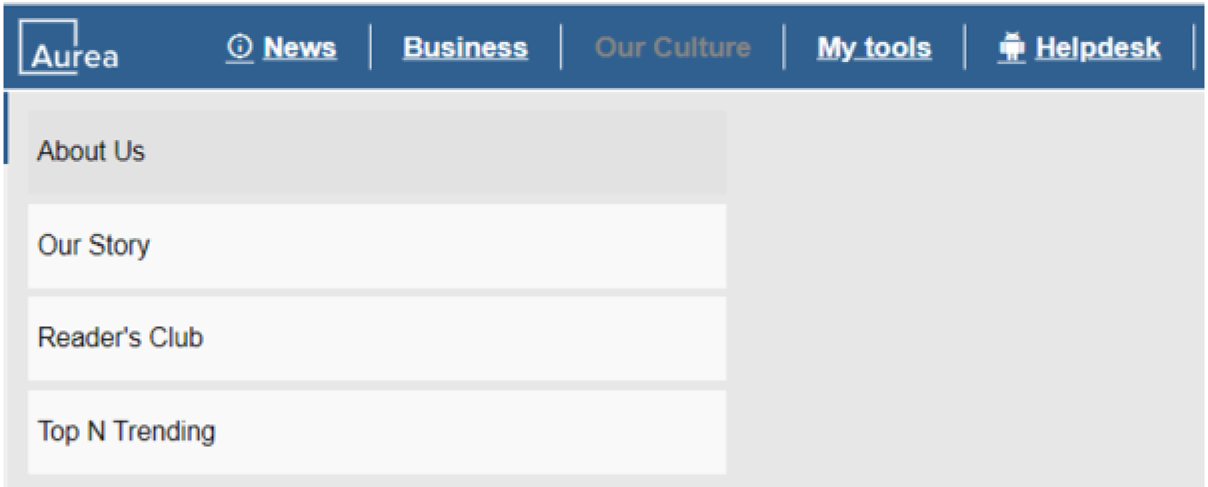
A Advanced Navigation may look like this.

For the exported configuration, refer to the attached file AdvancedNavigation-ExportedConfiguration.txt.zip.

Sample Main Menu:

Sample Grid Menu:

Sample Tab Menu:



Ask Me Anything add-on

A must-have for Ask Me Anything (or AMA) sessions, the Q&A tile displays questions and answers in real time. Make it easy for users to ask questions while hosts can easily see which questions need to be answered in a dedicated interface.

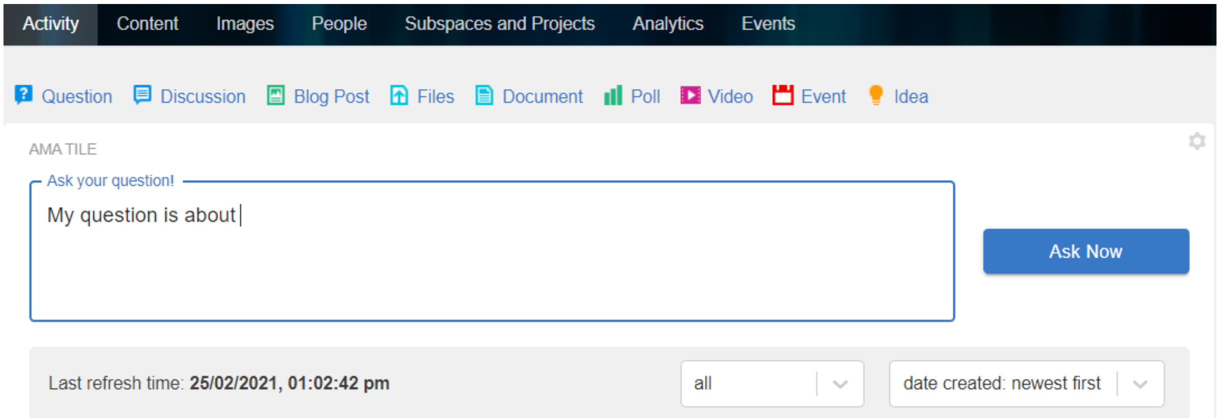
The Ask Me Anything add-on adds a powerful communication channel for business leaders to Jive by allowing employees to ask questions in their name. It combines the power of Jive with a dedicated, easy-to-use Ask Me Anything interface for employees and executives (Hosts). Ask Me Anything is built for organizations in need of an effective way to run questions and answers (Q&A) sessions to build trust in leadership, align employees with corporate goals and initiatives, and learn what employees really think. Ask Me Anything empowers leaders, especially in large organizations, to communicate effectively and drive alignment on strategic initiatives and corporate goals.

How it works

You add an Ask Me Anything tile to a dedicated place, and this starts an AMA session.

Note: Only one session can be held in one place at a time.

Users who go to this place, immediately see the tile with an invitation for asking questions:

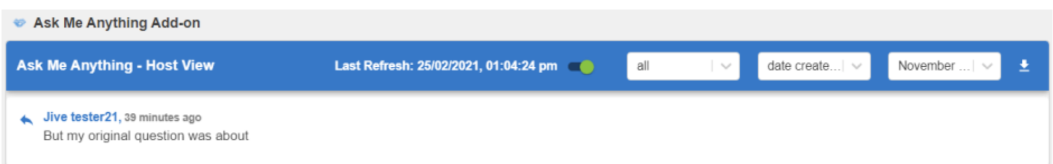


Here the users can:

- Submit their questions in the tile.
- Before submitting a question, verify if a similar question has already been posted by filtering by *Answered*, *Unanswered*, or *All questions*.
- Sort the questions to look up the chronological listing of questions.
- Vote (by liking) and comment on the questions posted by others.

All asked questions are published to the place of your choice as items of the Question content type. They also are tagged. Based on these tags, you can later sort the questions into content categories.

Next is a specialized interface for Hosts – the persons who answer the questions. They don't need to configure anything, only go to **Pencil icon** > **Ask Me Anything - Host View** . This opens the Host View specifically designed for viewing and answering questions.



Hosts for one or more sessions configured in any of the Ask Me Anything tiles in your Community can:

- View all the questions posted by the users in the sessions by accessing the Host View (**Pencil icon** > **Ask Me Anything - Host View**).
- Filter the questions in the dropdown by *Answered*, *Unanswered*, *All questions*.
- Sort the questions to look up the chronological listing of questions.
- View the questions by filtering on the relevant session.
- View the questions based on the filter combinations. For example, filtering can be set to *Unanswered*, *Recent questions*, or questions asked in the *21-Feb RCA session*.
- Enable or disable the auto refresh the stream of questions and responses.
- Export all filtered sets of questions with responses by using the **Download** icon.

Note: @-mentions are not supported in the Host View. This should be remediated in the next releases.

Terms used

AMA	Ask Me Anything, or AMA, is in interview format when one person shares information with the others in the form of questions and answers during a specified period.
AMA session	An AMA session is a defined period when the Host or Hosts answer questions from the audience. AMA usually includes some preparation time when the questions are gathered and a 'live' period when the Host answers the questions in real time.
Host	When talking about Ask Me Anything, the Host is the person who answers questions. Each session must have one or more Hosts.

Installing Ask Me Anything Add-on

Ask Me Anything Add-on is installed from the Add-ons page.

Fastpath: User interface: Your avatar > **Add-ons**

A user must have at least Manage System permissions to install add-ons.

1. In the user interface, click on your avatar in the upper-right corner, and then select **Add-ons** to open the Add-ons page.
2. On the **Add-ons** tab, select **All Add-ons** on the right, and then select **Available** at the center of the page to see all available add-ons.
3. Find **Ask Me Anything Add-on** in the list and click **Install** next to it.
4. In the **Confirm Install** box, select if the add-on should be visible to all users:
   - Clicking **Install now** makes it available for all community users immediately.
   - Clicking **Preview** makes it available only to you. After you have verified the setup, you will need to make the add-on available to other community users.
5. To verify that the add-on is installed, go to the **Add-ons** tab, then select **All Add-ons** > **Installed** , and find the add-on in the list.

The Ask Me Anything Add-on is installed.

Configuring access to hosting features of the Ask Me Anything Add-on

Ask Me Anything Add-on is an add-on that uses user groups to determine access.

Fastpath: Admin Console > **Permissions** > **User Groups**

Fastpath: Advanced Admin Console > **People** > **Management** > **Create User Group**

Fastpath: User interface: Your avatar > **Add-ons**

A user must have at least Manage System permissions to configure add-ons.

Configuring user groups for Ask Me Anything

The Ask Me Anything add-on uses user groups to provide secure access to the add-on features.

To configure user groups for the Ask Me Anything add-on:

1. Go to the user group configuration page:
   - **Admin Console** > **Permissions** > **User Groups**
   - **Advanced Admin Console** > **People** > **Management** > **Create User Group**
2. Create a permission group whose members should be able to host AMA meetings and add AMA hosts as members of this group.

   For example, you can name this user group as `ask-me-anything-hosts-group`.
3. Save the changes.

Applying user groups to Ask Me Anything

Add the preconfigured user group to the Ask Me Anything Add-on configuration to allow users of this group to host AMA meetings.

Fastpath: User interface: Your avatar > **Add-ons**

A user must have at least Manage System permissions to configure add-ons.

To configure user groups for the Ask Me Anything add-on:

1. Go to **User interface: Your avatar** > **Add-ons** > **All Add-ons** > **Installed** .
2. Find **Ask Me Anything** in the list, click **the gear icon** > **Settings** .

   Figure 28: Ask Me Anything add-on settings
3. Under **App Security**, click the gear icon next to **Ask Me Anything**.

   Figure 29: Ask Me Anything add-on security settings

   User groups with access to the hosting options of the **Ask Me Anything** add-on are listed here. By default, the **All registered users** user group is used.
4. Remove **All registered users** and add the user group which should have access to the feature, for example, `ask-me-anything-hosts-group`.

5. Click **Save Changes**.
6. Click **Save and Activate** to apply the changes.

Members of the specified user groups (`ask-me-anything-hosts-group` in the example) can now configure and use the Ask Me Anything add-on.

Setting up Ask Me Anything tiles

Ask Me Anything tiles are designed to work in places dedicated to AMA sessions. Here you can find details on settings up a place with a tile for such sessions.

Adding Ask Me Anything tile

Generally, Ask Me Anything tiles are added in spaces dedicated to AMA sessions.

To add the tile to the page:

1. Go to the place that should be dedicated to hosting AMA sessions or create a new one.
2. Open the relevant Activity or Custom page and edit it.
3. Click **Add a tile**.
4. Under **Categories**, select **External Add-ons**, then select **Jive Extensions Pack - Ask Me Anything Tile** under **Tiles**.

The tile is added to the page and you need to configure it. You can configure the tile anew or, if you already have similar tiles, copy the settings from another tile.

Configuring General Settings

To set up general tile settings:

1. Select **Gear Icon** > **General settings** .
2. Configure the general settings. For the detailed instructions, see General Settings of JEP tiles.
3. Click **Save Tile Settings**.

Configuring Ask Me Anything Settings

To configure settings specific to Ask Me Anything tiles:

1. Click **the gear icon** > **Ask Me Anything Settings** .
2. Specify the following details:

Options	Description
Host	The name of the user – the Ask Me Anything Host – to whom the questions can be raised. Responses from only this user will be shown in the tile. **Attention:** The Hosts must have at least Moderation permissions in the place where the answers are published for their answers to be marked as correct.
Session Name	The name of the configured session. The tile supports configuring multiple sessions in advance, each session managed by the same or different Hosts. But only one session can be run at the same time.
Target Place	The place to which questions are published. The tile supports publishing to different places to help manage questions after the sessions.
Tile Height	The height of the tile. It should be set suitably for optimizing the tile visual appearance on the interface. The minimum tile height is 740.
Additional Tags	Custom tag (or a list of comma-separated tags) that will be added to the questions posted in this session automatically. This may be useful for filtering based on tags.
Mark Host reply as correct answer	When selected, the reply of the Host is marked as Correct Answer and displayed on top of all the comments in the relevant thread. Additionally, this ensures that all questions are automatically marked as answered when the Host replies. **Attention:** The Hosts must have at least Moderation permissions in the place where the answers are published for their answers to be marked as correct.
Enable auto refresh	When selected, the tile content (that is, the stream of questions and answers) refreshes itself. Otherwise, users will need to press the **Refresh** button to update the list.

3. Click **Continue**.
4. Verify the Ask Me Anything settings to ensure that the configurations are completed successfully.

5. Click **Save Tile Settings**.
6. Click **Save** to save the page.

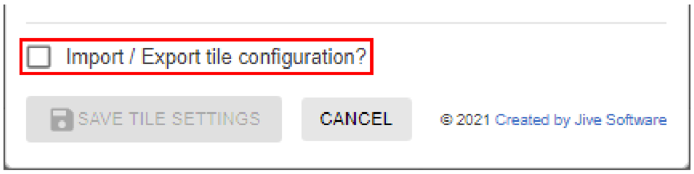
Ask Me Anything tile is configured successfully.

Copying settings from another tile

Use the currently configured settings of a tile in another environment or instance by using the **Import / Export tile configuration?** option.

Note: The Export/Import feature is also a great way to save previous configurations as a backup.

To copy settings from another tile of the same type:



Select **Import / Export tile configuration?** to copy or paste the entire tile configuration to another tile of the same type.

Best practices for community managers

Some prep work may help you to make the sessions more successful. Here are the details you may want to consider.

Planning for hosting AMA sessions

Due to the nature of AMA, it is prudent to create a dedicated place to hold the sessions. It can be a space with a category for every session. Or a space with projects to publish the questions of each session. Once you decide on the structure, you should create and configure the necessary places to hold AMA sessions and archive the questions after the sessions.

As the Ask Me Anything tile allows publishing questions to other places, you need only one (or few) places configured specifically to hold the sessions. Countdown tiles may be especially useful for marking the time before the start of a session and the duration of a session itself. You can find a possible place setup in How an AMA place may look like on page 200.

Planning a session

Choose a topic	A session may be dedicated to a specific topic, like 'Ask CEO anything about the recent policy change'. Or make it broad, about a product or company in general. The duration of the session usually depends on the topic.
Select a speaker	Usually, people get questions for senior management. Thus the choice of the speaker (Host) may dictate the topic and 'make or break' the session.

Create a blog post	Creating a blog post about the Host may be useful to introduce the Host and provide a kick start for users.
Establish the rules	Establishing and publishing the rules helps to conduct the meetings in order. This may also help you to correctly remove off-topic questions.
Decide the timing	The 'live' AMA sessions are usually planned for the time appropriate for the main audience. But keep in mind that the Host must be online during this live time period, answering questions.
Provide time to submit questions	Opening the session for submitting questions at least a week before the session is good practice. Employees will be able to think on questions and vote on the ones they like. This also allows the ones who cannot attend to participate.
Provide ways to submit questions	• A list of sample questions may be helpful for users to formulate their questions. • Providing a way for users to publish questions anonymously, for example, by email, may be valuable for some users. You can then add these questions into the group as they come in, or possibly save some to be added as 'live' questions if the AMA session slows down.
Prepare answers	• Periodically downloading the questions and sending them to the Host should give the Host time to go through the question list and prepare answers for the most voted and the most interesting ones. Then they can copy and paste their responses and feel more in control during the session. • Anticipate what might be asked based on common FAQs from your audience. The Host can have responses to those questions ready ahead of time. It’s also helpful to have important documentation on hand, like user guides, product info, and news bulletins that the Host can reference quickly if they don't know the answer.
Prepare rewards	Giving in the participants, both the Host and the user who asked questions, reward badges may help to recognize the active participants. This may also serve as a way to monitor participation statistically.

During the session

- Actually sticking to the 'live' time period raises the value of the 'live' time. The Host can prepare answers if they want, but answers should not be published until the actual 'live' time.
- An assistant or community manager should assist in feeding and answering the questions during the live period.
- If there are duplicate questions, the Host or a community manager can respond, but by @mentioning the other question to save time and eliminate confusion for those watching or participating at a later time.

- Consider having a community manager edit the submitted questions to ensure the question title makes sense if seen in a search box or activity stream.
- If the AMA session is held in a location where English is not the local language, consider having answers posted in English and the local language so that everyone feels included.

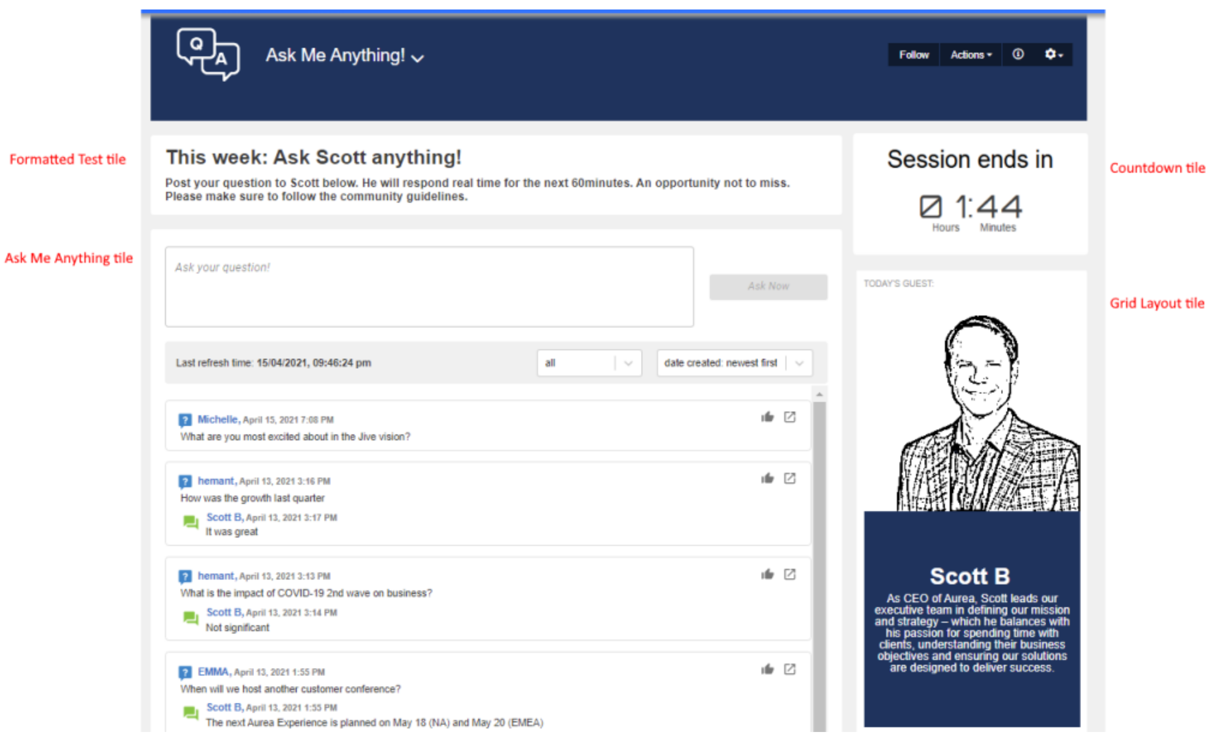
After the session

- Leaving the questions available allows other users may also find the answers interesting. Additionally, this helps to ensure transparency and allows non-attendees and new hires to find information later.
- Session statistics can be gathered from the place analytics, the DES Explorer, and the Cloud Analytics Reports.
- You can create content categories and automatically move questions to those categories based on tags. For more information, see Managing content categories from user interface in the Cloud Community Manager Help.

How an AMA place may look like

Here is an example of how an Ask Me Anything place may look like.

Figure 30: A place during an AMA session



For this example, we used:

- An Ask Me Anything tile for asking questions and viewing answers.
- A Formatted Text tile to hold the description of the AMA session.
- A Countdown tile to show the time left before the AMA session end.
- A Grid Layout tile to present the Host.

Author Change add-on

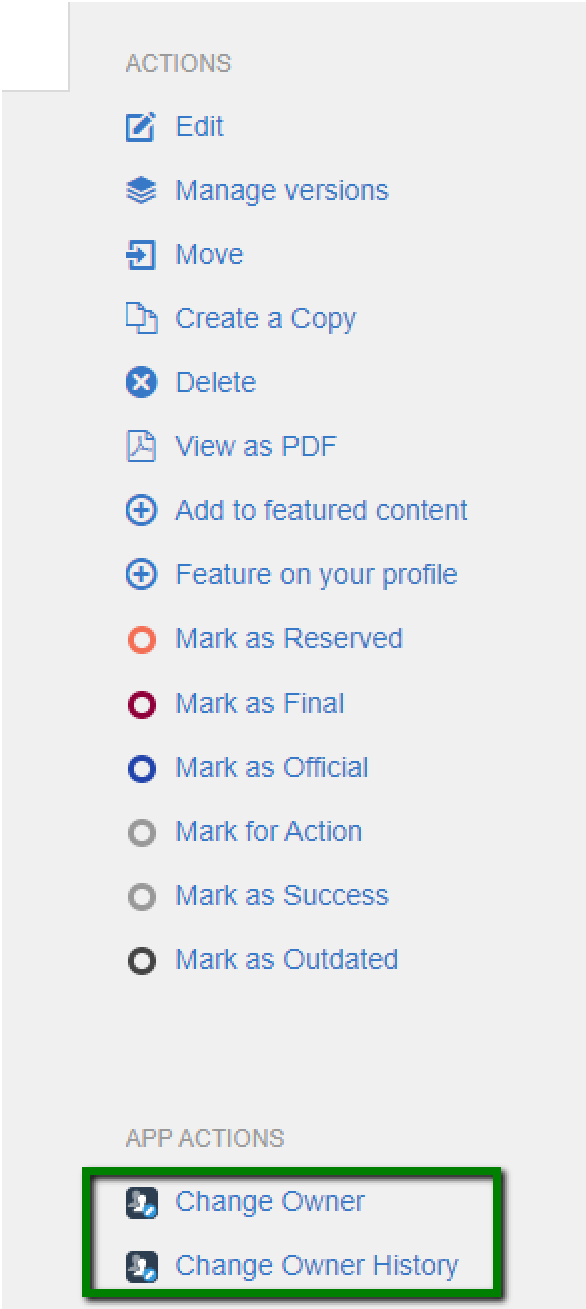
A user-friendly add-on that helps in changing the owner of the Jive content. Access to this add-on can be restricted to specific authorized users.

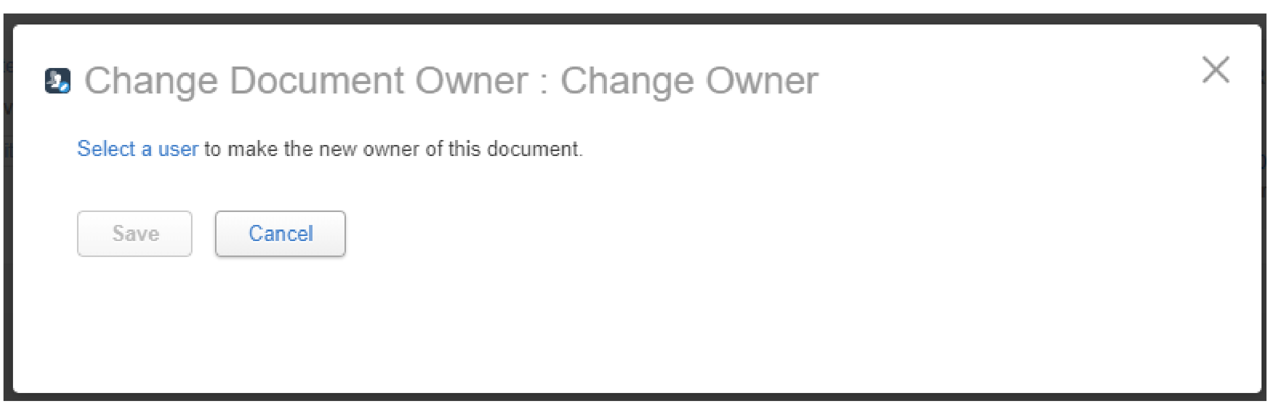
This feature is useful if you have frequently used or high-impact content that was authored by a user, who has left the company. The Author Change Add-on allows another user to be the author of the content so that the new author will henceforth be responsible for the content and its maintenance. Additionally, the owner change history can be viewed.

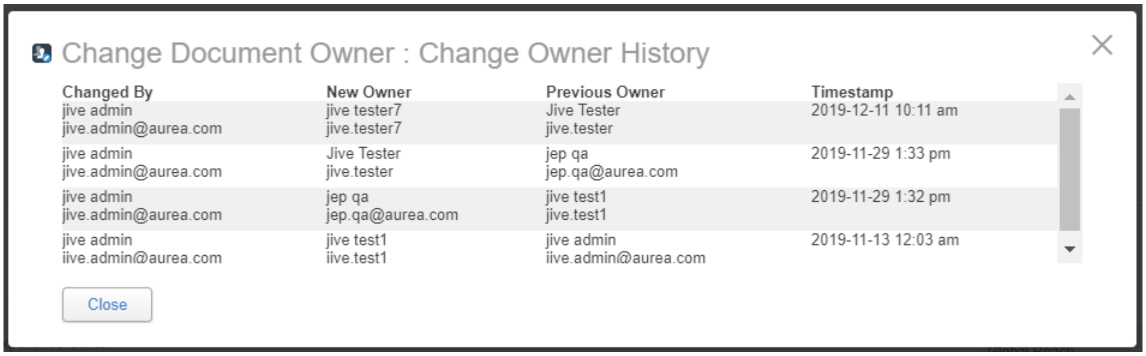
Author Change add-on:

- Allows changing the authorship of Jive documents
- Manages access to this feature
- Provides a history of authorship changes

Attention: The Author Change changes the author only for the **document** content type.


ACTIONS
Edit
Manage versions
Move
Create a Copy
Delete
View as PDF
Add to featured content
Feature on your profile
Mark as Reserved
Mark as Final
Mark as Official
Mark for Action
Mark as Success
Mark as Outdated
APP ACTIONS
Change Owner
Change Owner History


Change Document Owner : Change Owner
Select a user to make the new owner of this document.
Save
Cancel



Installing Author Change Add-on

Open a support with the Support to install this add-on.

Configuring Author Change Add-on

Author Change Add-on is an add-on that uses user groups for determining access.

Fastpath: Admin Console > Permissions > User Groups

Fastpath: Advanced Admin Console > People > Management > Create User Group

Fastpath: User interface: Your avatar > Add-ons

A user must have at least Manage System permissions to configure add-ons.

Configuring user groups for Author Change

The Author Change add-on uses user groups to provide secure access to the add-on features.

Fastpath: Admin Console > Permissions > User Groups

Fastpath: Advanced Admin Console > People > Management > Create User Group

To configure user groups for the Author Change add-on:

1. Go to the user group configuration page:
   - **Admin Console** > **Permissions** > **User Groups**
   - **Advanced Admin Console** > **People** > **Management** > **Create User Group**
2. Under **General Settings**, enter a user group name and click **Create Group**.

For this example, we are creating an `Author Change Permissions Group` user group.

3. Add the concerned administrators as members to this user group.
4. Save the changes.

Applying user groups to Author Change

Add the preconfigured user group (or groups) to the add-on configuration to allow using the Author Change Add-on.

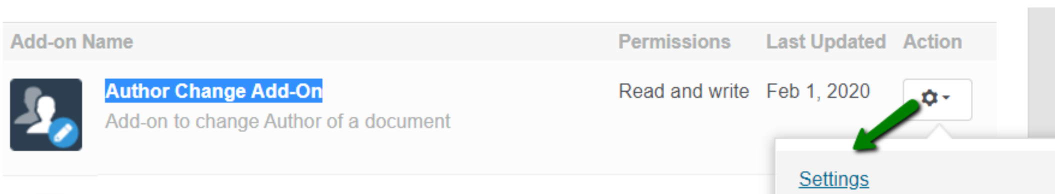
Fastpath: User interface: Your avatar > **Add-ons**

A user must have at least Manage System permissions to configure add-ons.

To configure user groups for the Author Change add-on:

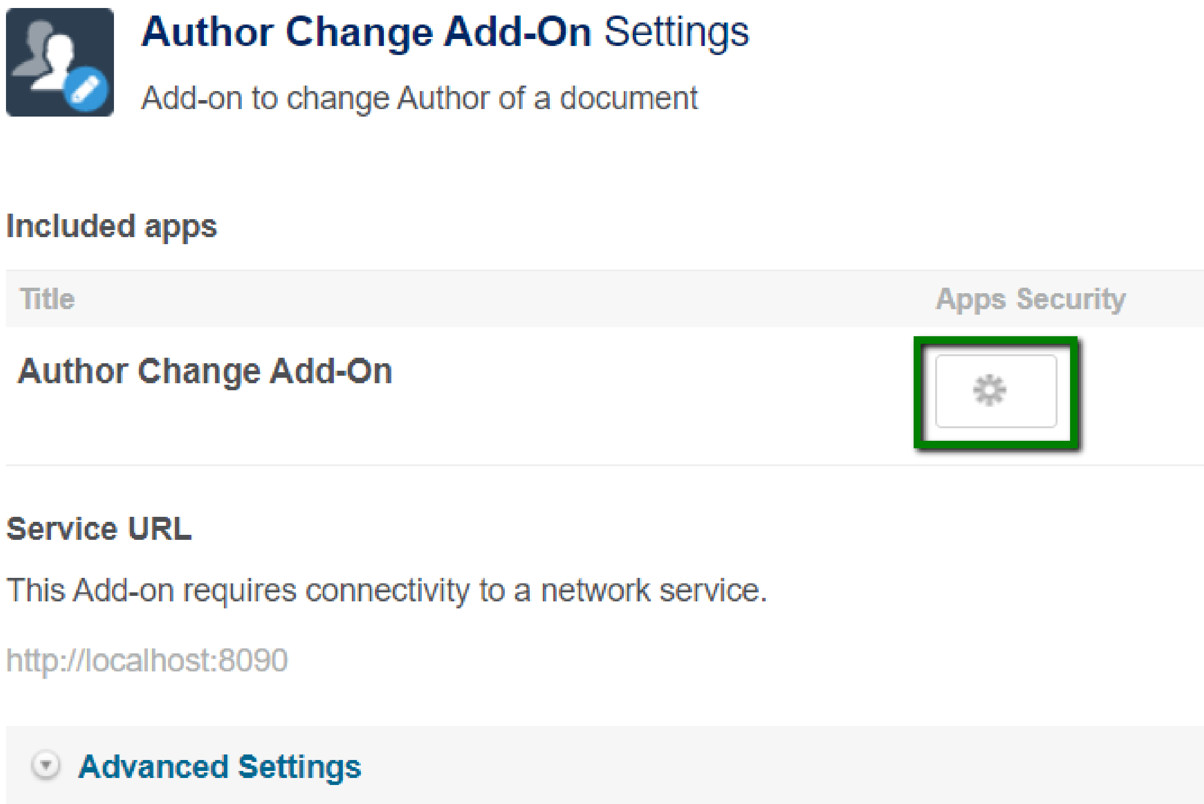
1. Go to **User interface: Your avatar** > **Add-ons** > **All Add-ons** > **Installed** .
2. Find **Author Change** in the list, click **the gear icon** > **Settings** .

Figure 31: Author Change add-on settings



3. Under **App Security**, click the gear icon next to **Author Change Add-on**.

   Figure 32: Author Change add-on security settings

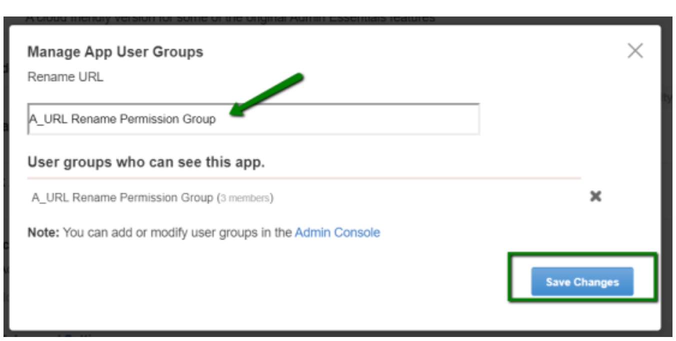


   User groups with access to the add-on features are listed here. By default, the **All registered users** user group is used.

4. Remove **All registered users** and add the user groups which should have access to the feature.

   In this example, we are adding the `Author Change Permissions Group` user group.

   Figure 33: Configuring user groups for the Author Change add-on



5. Save the changes.

Members of the specified user groups (`Author Change Permissions Group` in the example) can now use the Author Change add-on.

Using the Author Change add-on

Author Change adds an action for changing the content author for documents.

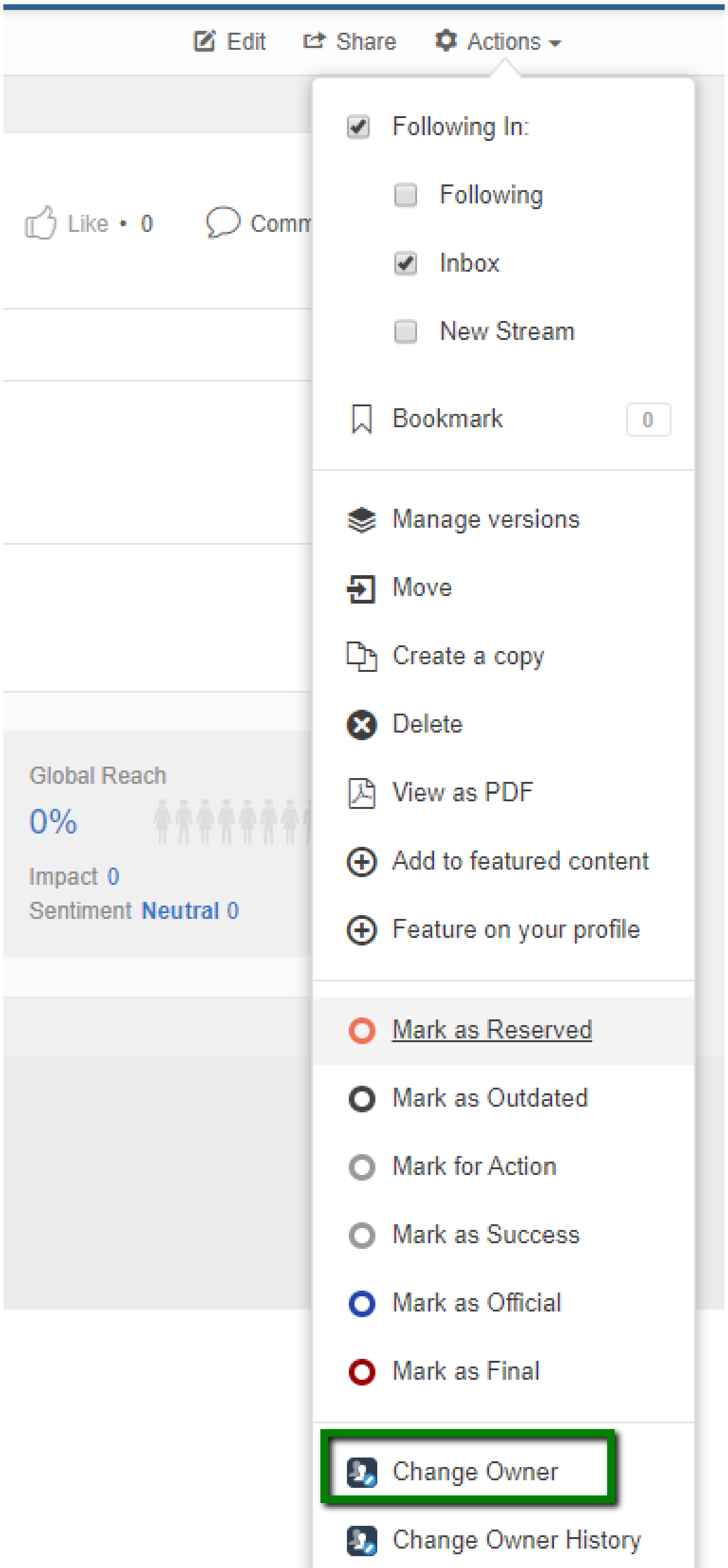
Fastpath: Document

Attention: The Author Change changes the author only for the **document** content type.

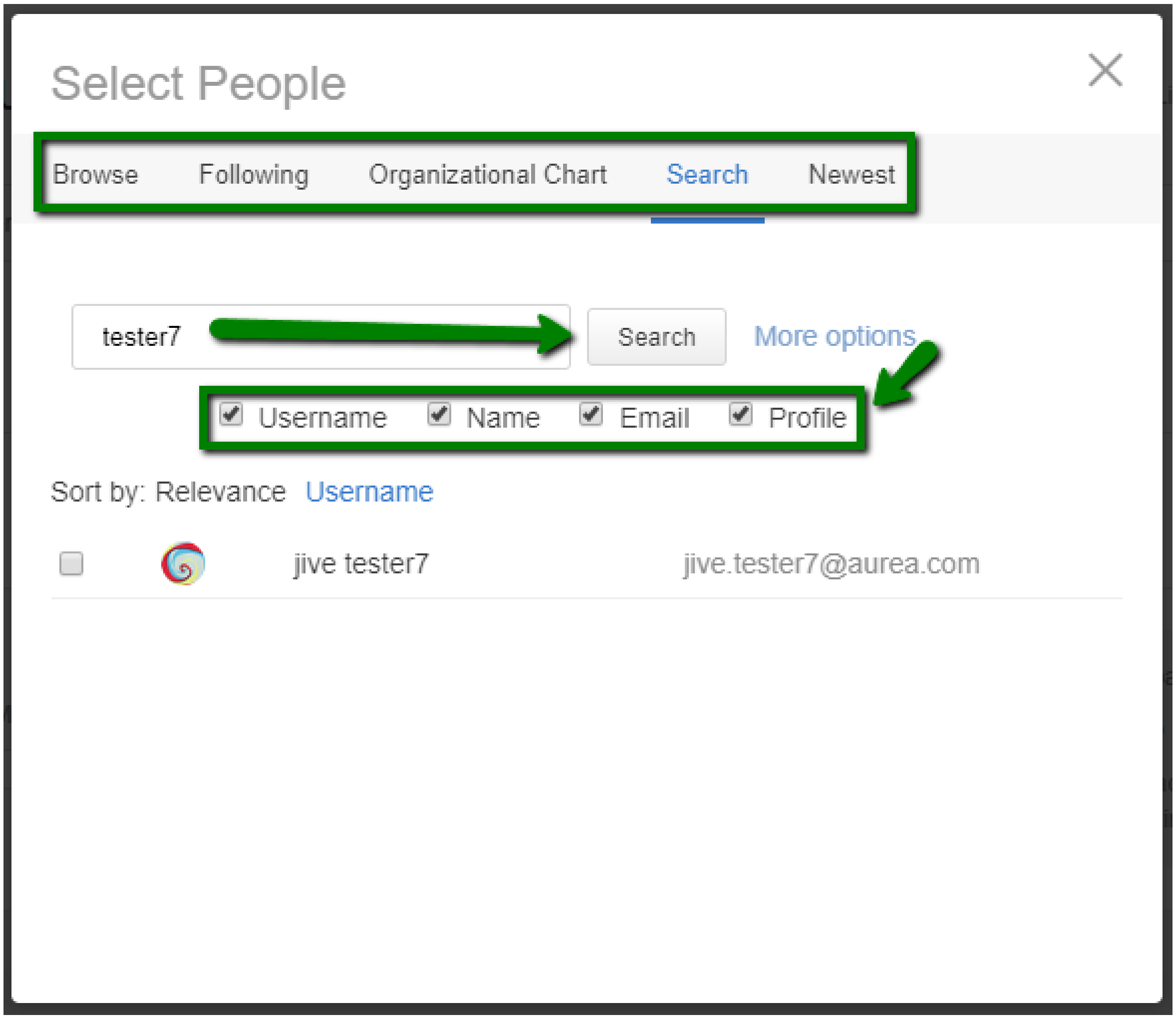
Changing document author

To change the author of a document with the Author Change add-on:

1. Go to the document whose author you want to change.
2. Click **Actions** > **Change Owner** .


Edit
Share
Actions
Like • 0
Comm
Following In:
Following
Inbox
New Stream
Bookmark
0
Manage versions
Move
Create a copy
Delete
View as PDF
Add to featured content
Feature on your profile
Mark as Reserved
Mark as Outdated
Mark for Action
Mark as Success
Mark as Official
Mark as Final
Change Owner
Change Owner History
Global Reach
0%
Impact 0
Sentiment Neutral 0

3. In the following pop-up, click **Select a user** and in the **Select People** screen, choose the new author via the different selection options provided.



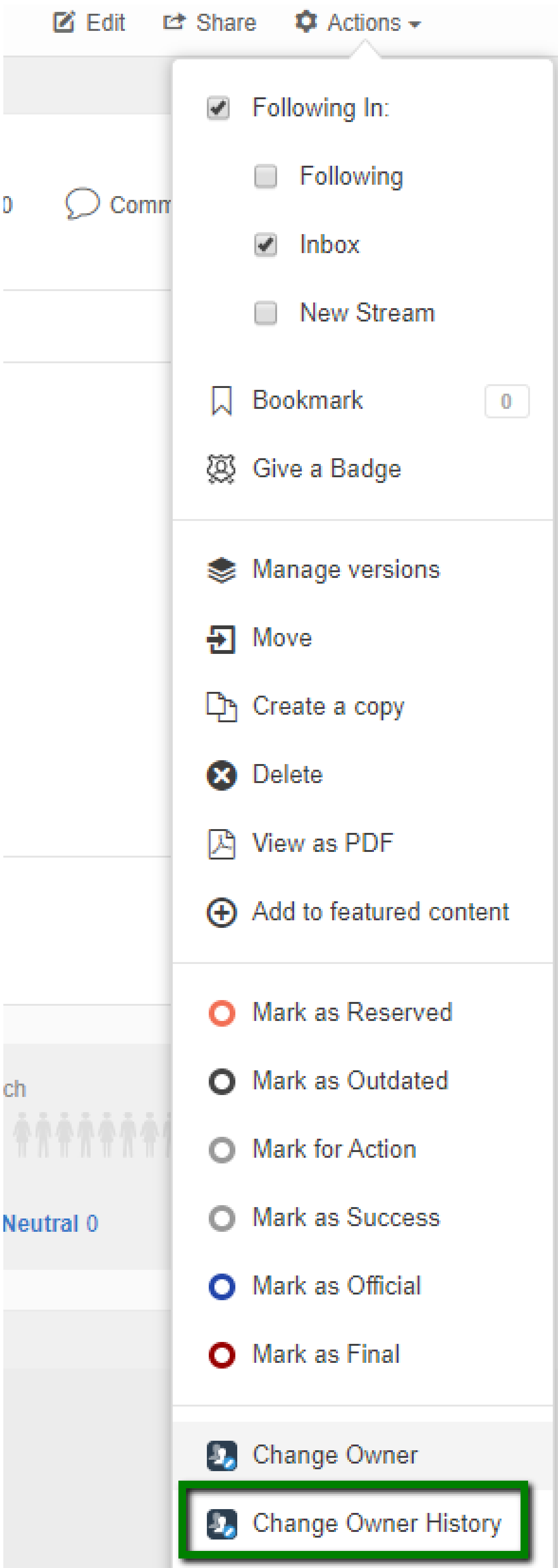
4. Click **Save**.

The document author is changed to the user you have specified.

Viewing the history of the author changes

To view the history of changes:

1. Go to the document whose history you want to look into.
2. Click **Actions** > **Change Owner** .



This opens the list of owner changes for the relevant document.

Content Curator add-on

The Content Curator add-on adds options for bulk managing Jive contents within a single Jive instance.

Attention: The Content Curator add-on supports the following Jive content types: Documents, Uploaded files, Discussions, Blog posts, Ideas, Polls, and Videos.

Installing Content Curator Add-on

Open a support with the Support to install this add-on.

Configuring Content Curator Add-on

Content Curator Add-on is an add-on that uses user groups for determining access.

Fastpath: **Admin Console** > **Permissions** > **User Groups**

Fastpath: **Advanced Admin Console** > **People** > **Management** > **Create User Group**

Fastpath: **User interface: Your avatar** > **Add-ons**

A user must have at least Manage System permissions to configure add-ons.

Configuring user groups for Content Curator

The Content Curator add-on uses user groups to provide secure access to the add-on features.

To configure user groups for the Content Curator add-on:

1. Go to the user group configuration page:

- **Admin Console** > **Permissions** > **User Groups**
- **Advanced Admin Console** > **People** > **Management** > **Create User Group**

2. Under **General Settings**, enter a user group name and click **Create Group**.

   For this example, we are creating a `Content Curator Security` user group.

3. Add the concerned administrators as members to this user group.
4. Save the changes.

Applying user groups to Content Curator

Add the preconfigured user group (or groups) to the Content Curator Add-on configuration to allow users of this group to use the add-on.

To configure user groups for the Content Curator add-on:

1. Go to **User interface: Your avatar** > **Add-ons** > **All Add-ons** > **Installed** .
2. Find **Content Curator** in the list, click **the gear icon** > **Settings** .
3. Under **App Security**, click the gear icon next to **Content Curator**.

   User groups with access to the `Content Curator Security` feature are listed here. By default, the **All registered users** user group is used.

4. Remove **All registered users** and add the user groups which should have access to the feature.

   In this example, we are adding the `Content Curator Security` user group.

   Figure 34: Configuring user groups for the Content Curator add-on

5. Save the changes.

Members of the specified user groups (`Content Curator Security` in the example) can now configure and use the Content Curator add-on.

Using the Content Curator add-on

Here you can find details on using the Content Curator add-on.

Fastpath: **Main menu** > **Apps** > **Content Curator**

Tags: Add, Remove or Overwrite	• Bulk-manage tags for a selected set of content. • Select by tag across the community or from a place. • Remove tags beginning with the # sign en masse.
Categories: Add, Remove or Overwrite	Bulk-manage categories for a selected set of content in a container. **Note:** Blogs do not support categories.
Bulk Move of Contents	Easily move content from a space, group, project, or blog to another space, group, project, or blog on your site. For example, for a blog: Select **Blog** > **Edit Selected Items** displays the following screen:

Bulk-managing content

To bulk manage Jive contents within a single Jive instance:

1. Go to **Main menu** > **Apps** > **Content Curator** or open the URL `<your Jive instance>/apps/curate-tool`.

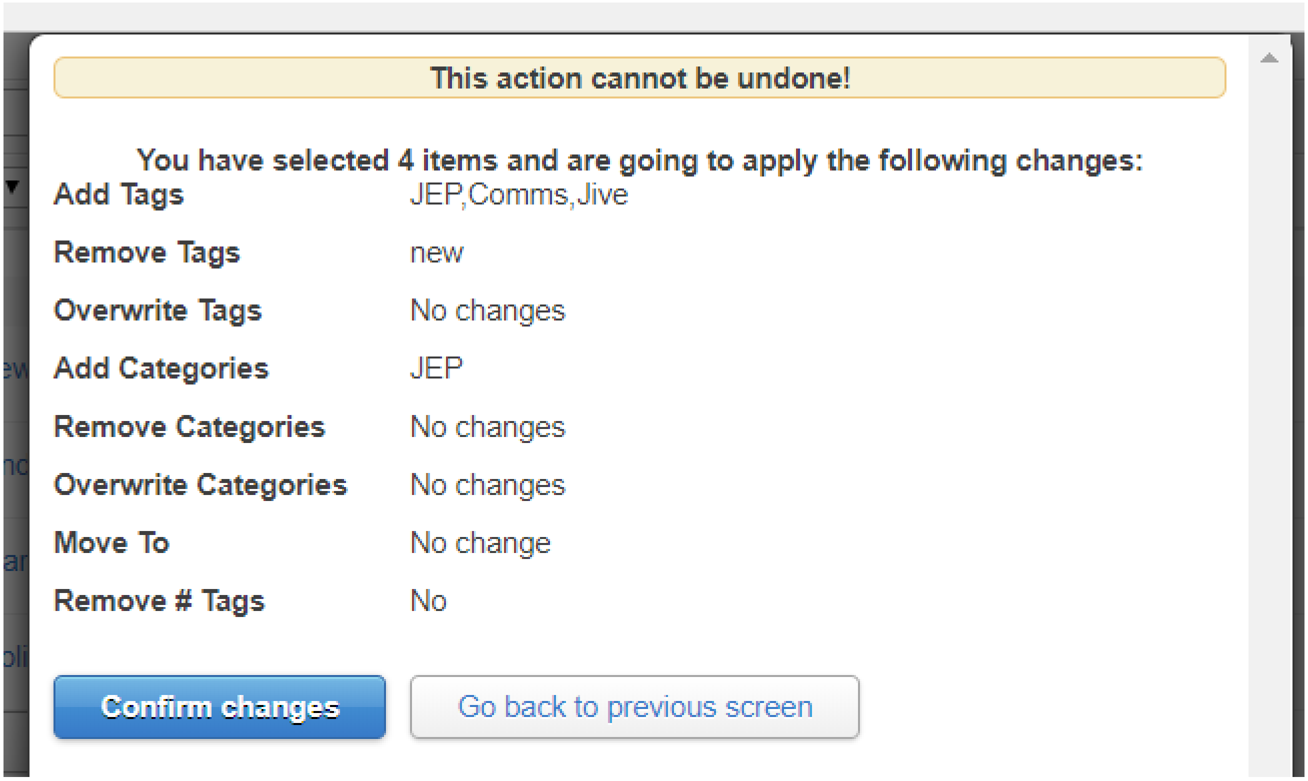
   The Content Curator configuration page is displayed.
2. Select the place where a mass update of the metadata is required.

   For example, click in the **Select Group** field and choose the concerned group name.

   The contents from the selected place are loaded into the list.
3. You can select up to 100 at a time to affect using this tool.
4. Click **Edit selected items** to change the tags or categories.

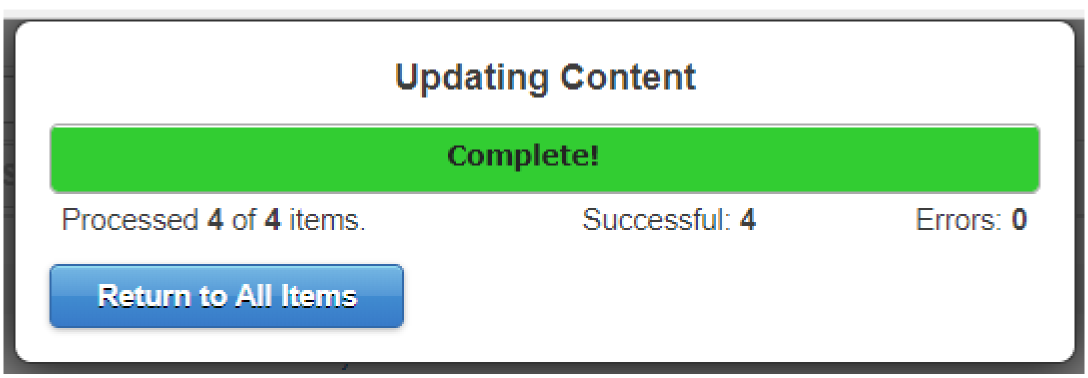
   There is also an option here to bulk move the selected documents mass move documents from one place to another.
5. Select the content items that you wish to manage in bulk mode.
6. Make the changes and **Save All Changes**.

   A confirmation screen appears.



7. Select **Confirm Changes**.

   This displays the processed status of the Updated Content is displayed.

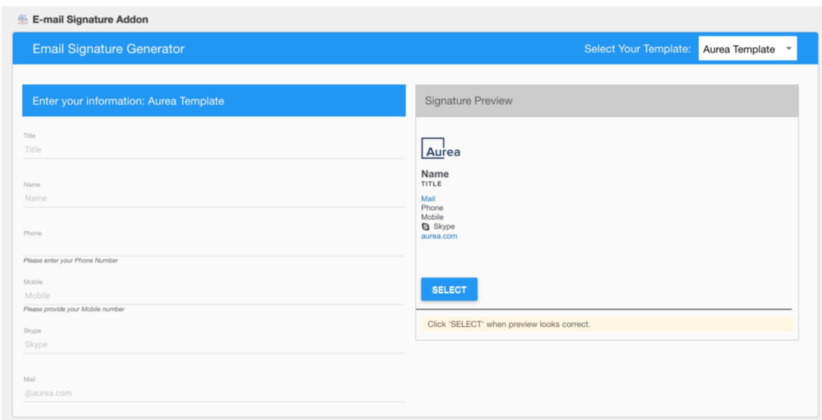


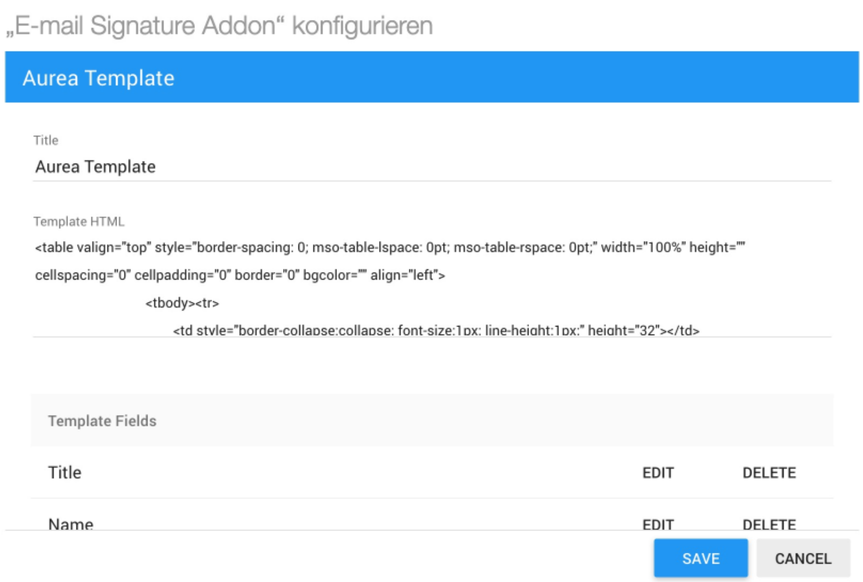
Email Signature add-on

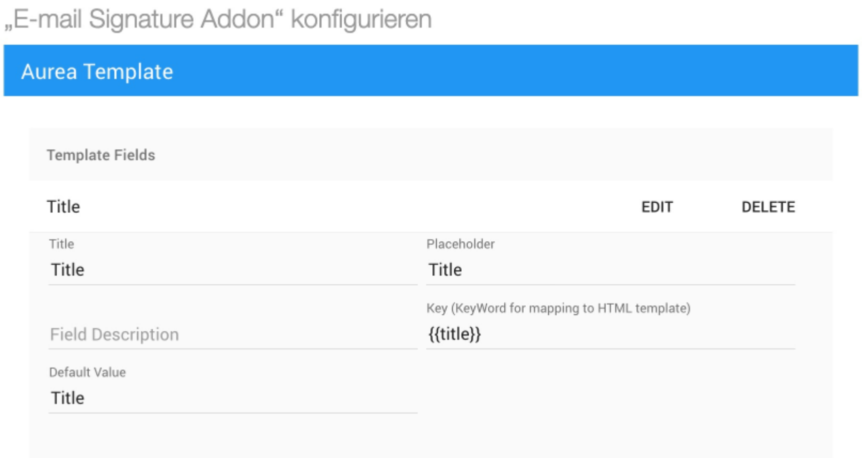
A flexible add-on that is used to ensure your employees use corporate-approved signatures created with ease. Create multiple signature templates based on an unlimited array of form input fields and advanced HTML.

Email Signature add-on:

- Supports advanced HTML
- Supports unlimited form fields
- Allows creating virtually unlimited signatures







Installing Email Signature Add-on

Open a support with the Support to install this add-on.

Configuring Email Signature Add-on

Use the Email Signature Add-on to create signature templates for users to base their signatures upon.

Fastpath: User interface: Your avatar > Add-ons

A user must have at least Manage System permissions to configure add-ons.

For an example, refer to the sample HTML text attached.

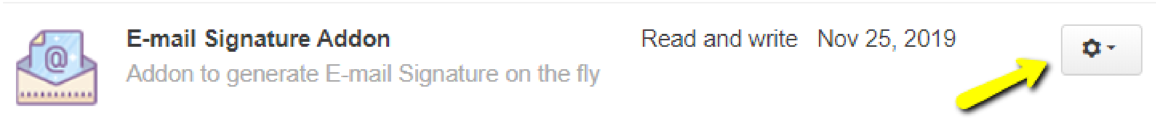
Opening Email Signature add-on for editing templates

Creating and editing signature templates is done on the Email Signature add-on configuration page. Here is the way to open this page.

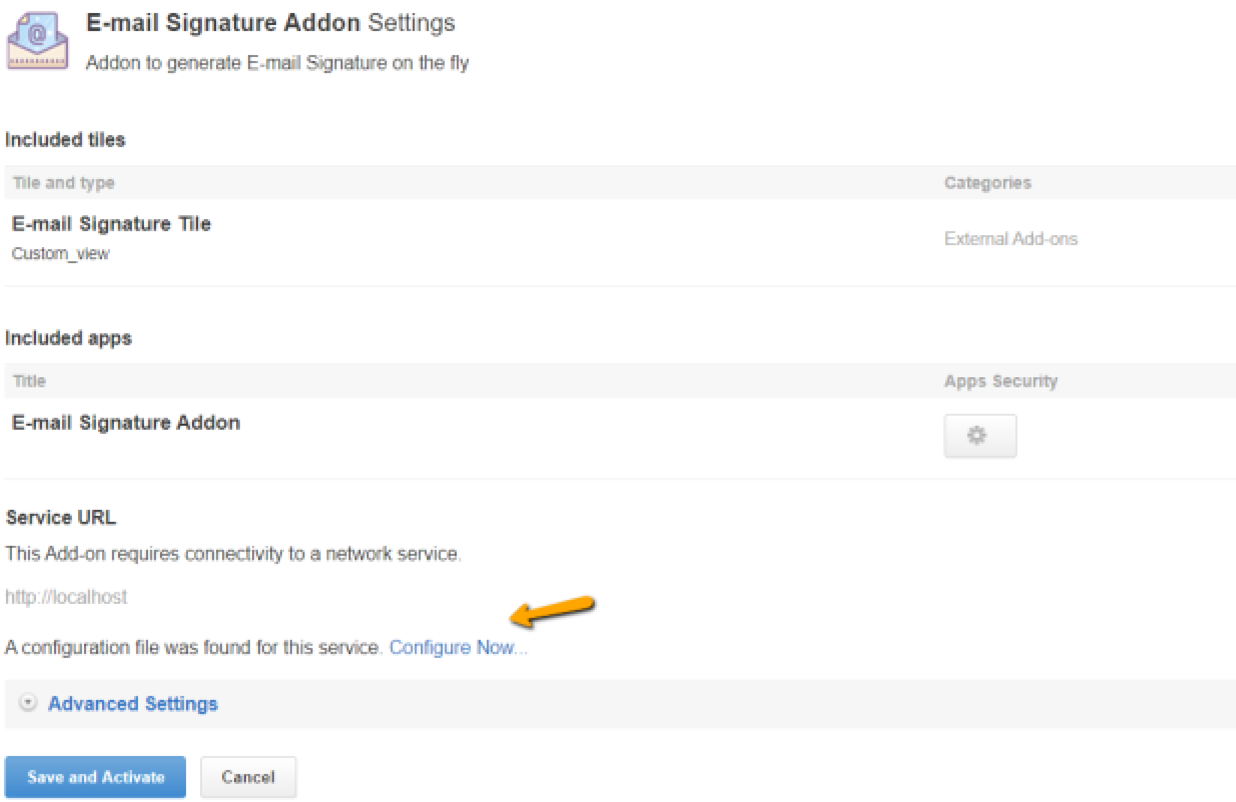
To open the Email Signature add-on configuration page:

1. Go to **User interface: Your avatar** > **Add-ons** > **All Add-ons** > **Installed** .
2. Find **Email Signature** in the list, click **the gear icon** > **Settings** .

   Figure 35: Email Signature add-on settings

   The Email Signature Add-on configuration screen is displayed.
3. Select **Configure now** to create or edit e-mail multiple signature templates.



This opens the **Configure "Email Signature Add-on"** page with the following options available:

- **Add New Template** (or **Edit** next to `New Template -2` in the example, in case it is not already used) to create a new template
- **Edit** to edit an existing template

- **Delete** to delete an existing template
- **Save** to finally save all changes to the settings.

Figure 36: The Configure "Email Signature Add-on" page

Creating signature templates with Email Signature add-on

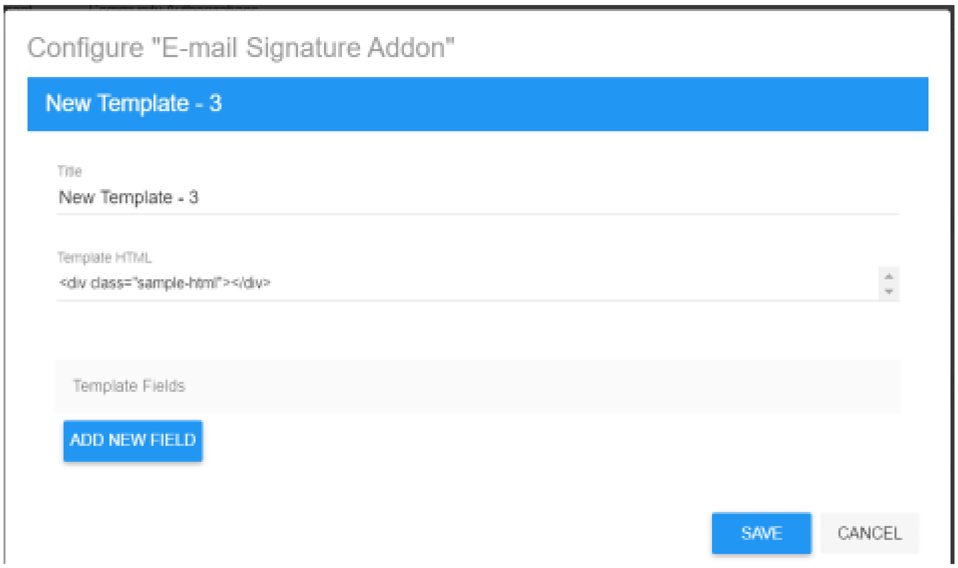
Create and edit email signature templates with the Email Signature add-on.

To create signature templates with the Email Signature add-on:

1. On the Email Signature Add-on configuration page, click **Add New Template** (or **Edit** next to an existing template, in case it is not already used).

   A **New Template - <n>** screen appears for creating a new signature template.

   Figure 37: Adding a new template

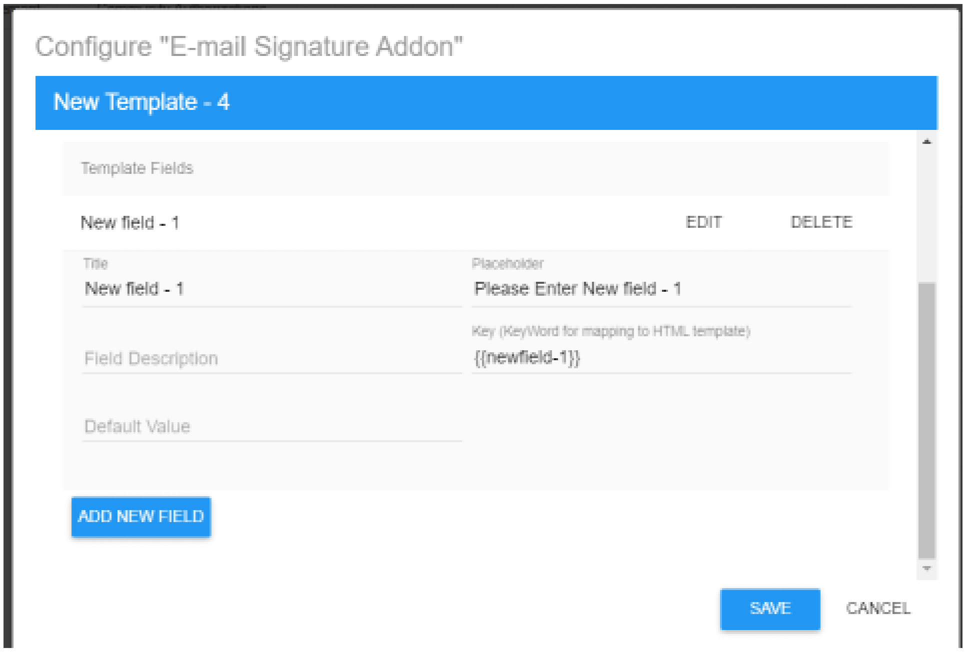
   

2. Change the **Title** of the template.
3. Add HTML code for the new signature under **Template HTML**.

   For an example, refer to the sample HTML text attached.

4. Click **Add New Fields** under **Template Fields** to add fields on the Signature Form by providing the details of the fields.

   You can add, for example, First Name, Last Name, Title, Department, Location, and other Contact details.

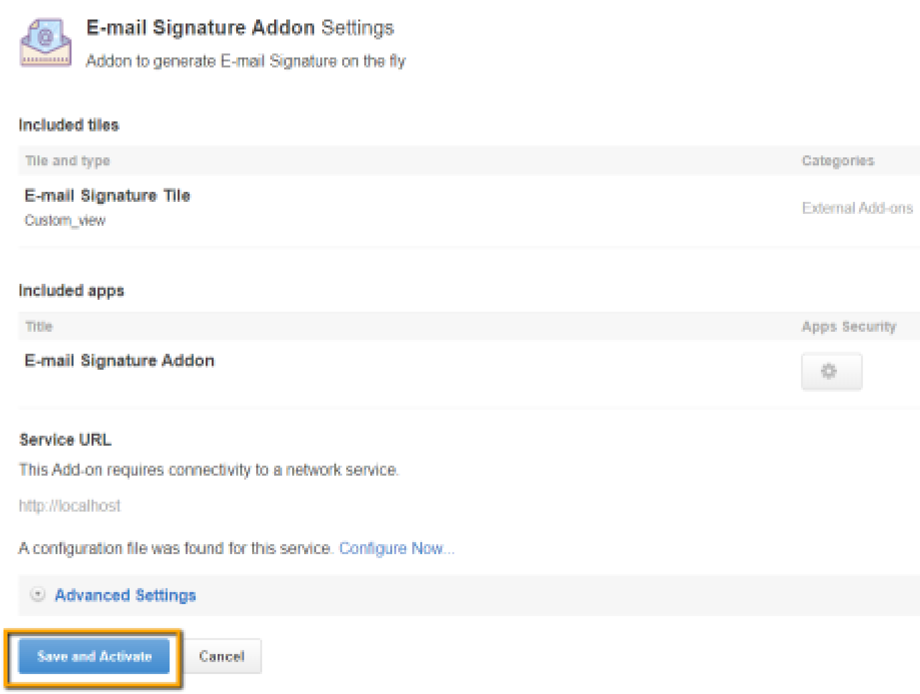


5. For a new field, specify:

Options	Description
Title	The name of the field to be displayed on the form.
Placeholder	The text to be displayed within the field.
Field Description	The text to appear below the field as a help text on the information expected.
Key (KeyWord for mapping to HTML template)	The text that will match the keyword defined in the HTML template for this field.
Default Value	The text that will appear in the Preview.

6. Add as many fields as required to capture the user signature information, by following Steps Step 4 on page 218-Step 5 on page 219.
7. Click **Save** to save the field-related data provided.
8. Click **Save** in the **Configure "Email Signature Add-on"** screen.

9. Click **Save and Activate** in the **Email Signature Add-on settings** screen.



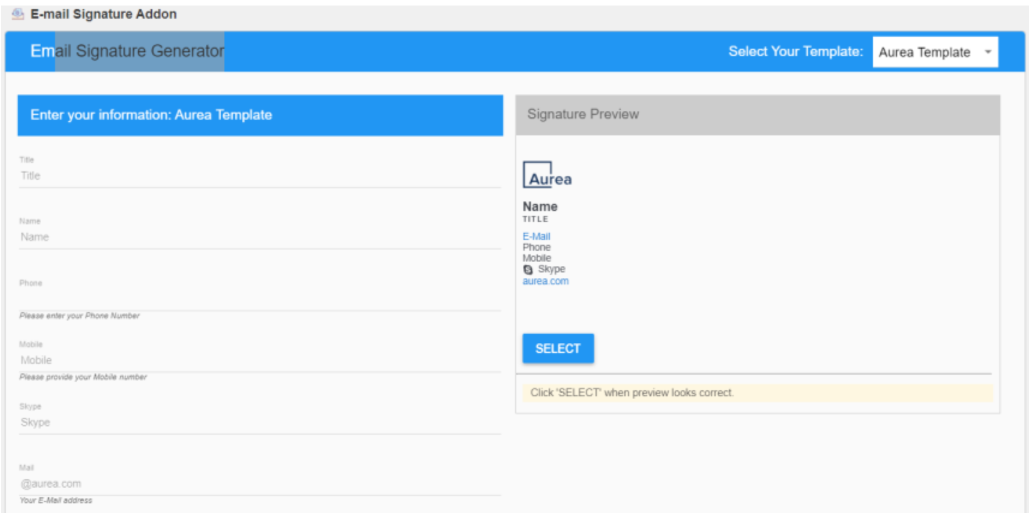
Using the Email Signature add-on to create personalized signatures

Here you can find details on using the Email Signature add-on to create your own personalized signature (or signatures) based on the provided templates.

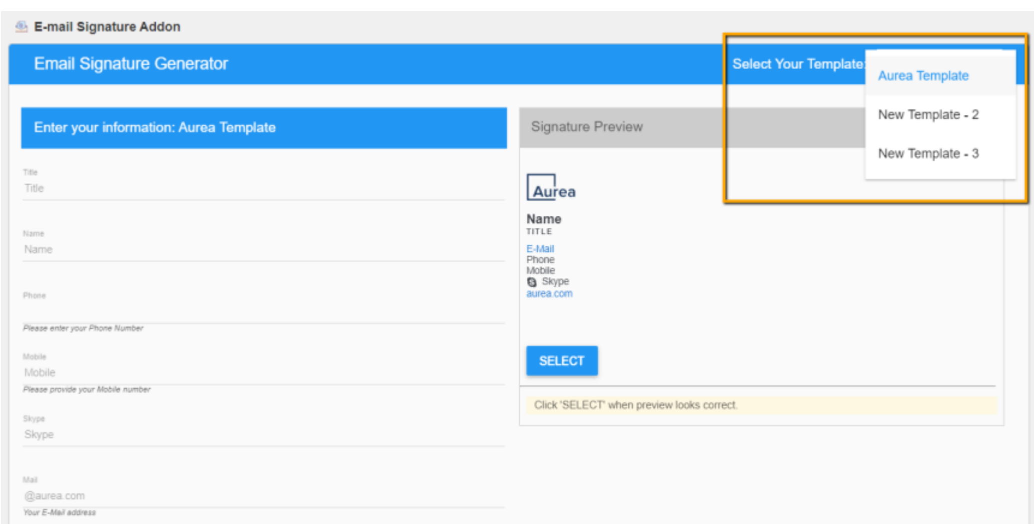
Fastpath: Content item

1. Go to **Main menu** > **Apps** > **Email Signature Add-on** .

   The **E-Mail Signature Generator** screen is displayed.



2. Choose the appropriate signature template from the templates provided in **Select Your Template**.



3. Under **Enter your information: <selected template name>**, fill in the actual details in the various fields displayed below.

   The user information is simultaneously reflected in the **Signature Preview** beside, with the default value being replaced by the actual user information.

4. Click **Select** when the **Signature Preview** details appear correct.

   The following message appears: *Your signature has been copied to your clipboard!*

5. Paste the contents into your preferred email application's signature.

   Caution: In Mac Mail, clear the **Always match my default message font** check box.

Forms and Surveys App add-on

The Forms and Surveys App allows users to create, edit, and publish forms and analyze form results. The form data resides in the middleware server and can be exported in different formats. Users can choose to publish the results of the form as a document in Jive.

Installing Forms and Surveys Add-on

Open a support with the Support to install this add-on.

Configuring Forms and Surveys Add-on

Forms and Surveys Add-on is an add-on that uses user groups for determining access.

Fastpath: Admin Console > **Permissions** > **User Groups**

Fastpath: Advanced Admin Console > **People** > **Management** > **Create User Group**

Fastpath: User interface: Your avatar > **Add-ons**

A user must have at least Manage System permissions to configure add-ons.

Configuring user groups for Forms and Surveys App

The Forms and Surveys App add-on uses two user groups to provide secure access to the add-on features.

Fastpath: Admin Console > **Permissions** > **User Groups**

Fastpath: Advanced Admin Console > **People** > **Management** > **Create User Group**

To configure user groups for the Forms and Surveys App add-on:

1. Go to the user group configuration page:
   - **Admin Console** > **Permissions** > **User Groups**
   - **Advanced Admin Console** > **People** > **Management** > **Create User Group**
2. Create user groups for the Forms and Surveys Add-on:
   - `forms-surveys-admins`: Members are administrators and authors of Forms and Surveys App.
   - `forms-surveys-authors`: Members are authors of Forms and Surveys App.

Applying user groups to Forms and Surveys App

Add the preconfigured user group (or groups) to the Forms and Surveys Add-on configuration to allow users of this group to use the add-on.

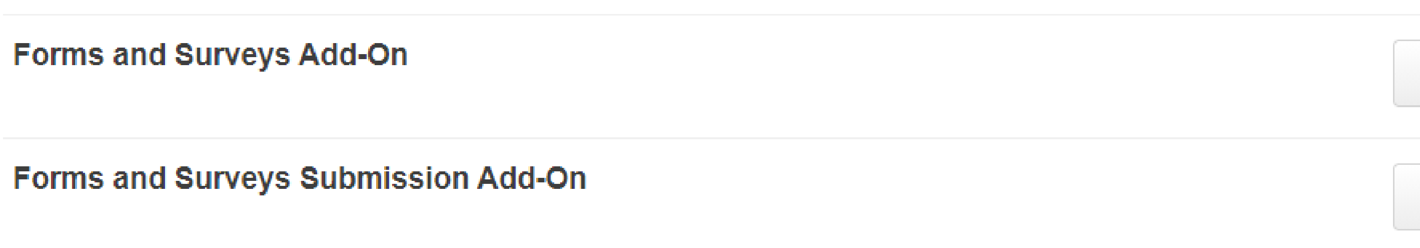
Fastpath: User interface: Your avatar > **Add-ons**

A user must have at least Manage System permissions to configure add-ons.

To enable users to manage the Forms and Surveys App add-on:

1. Go to **User interface: Your avatar** > **Add-ons** > **All Add-ons** > **Installed** .
2. Find **Forms and Surveys App** in the list, click **the gear icon** > **Settings** .
3. Under **App Security**, click the gear icon next to **Forms and Surveys App**.

   Figure 38: Forms and Surveys App add-on security settings



4. If **All Registered Users** are to access the Forms and Surveys App and create forms:
   a) Select the gear icon next to Forms and Surveys Add-on and enter **All Registered Groups**.
   b) In the `/apps/forms-and-surveys-app` > click on Configuration Console > Ensure "All Registered Users are Authors" is enabled.
5. If only selected users are to access the Forms and Surveys App and create forms:
   a) Select the gear icon next to Forms and Surveys Add-on and enter the corresponding user groups, for example, `forms-surveys-authors` or `forms-surveys-editors`.
6. Click **Configure Now**.

   This opens a modal window.
7. Wait for confirmation that the middleware service URL was saved and click **Save and Close**.
8. Click **Save and Activate now**.

Creating and editing forms with the Forms and Surveys App

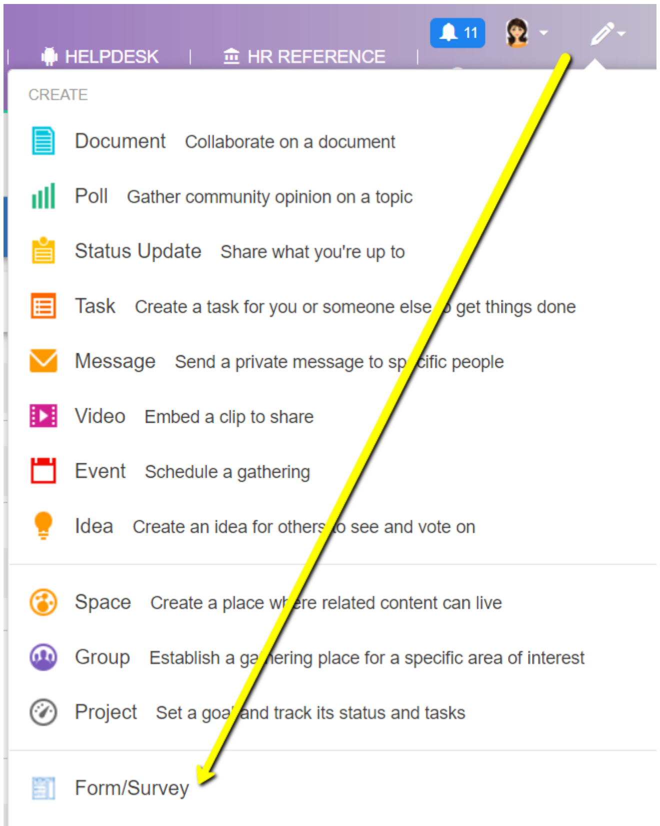
Here you can find details on creating and editing forms with the Forms and Surveys App.

Accessing the form list of the Forms and Surveys App

Here you can find details on accessing the form/survey list of the Forms and Surveys App.

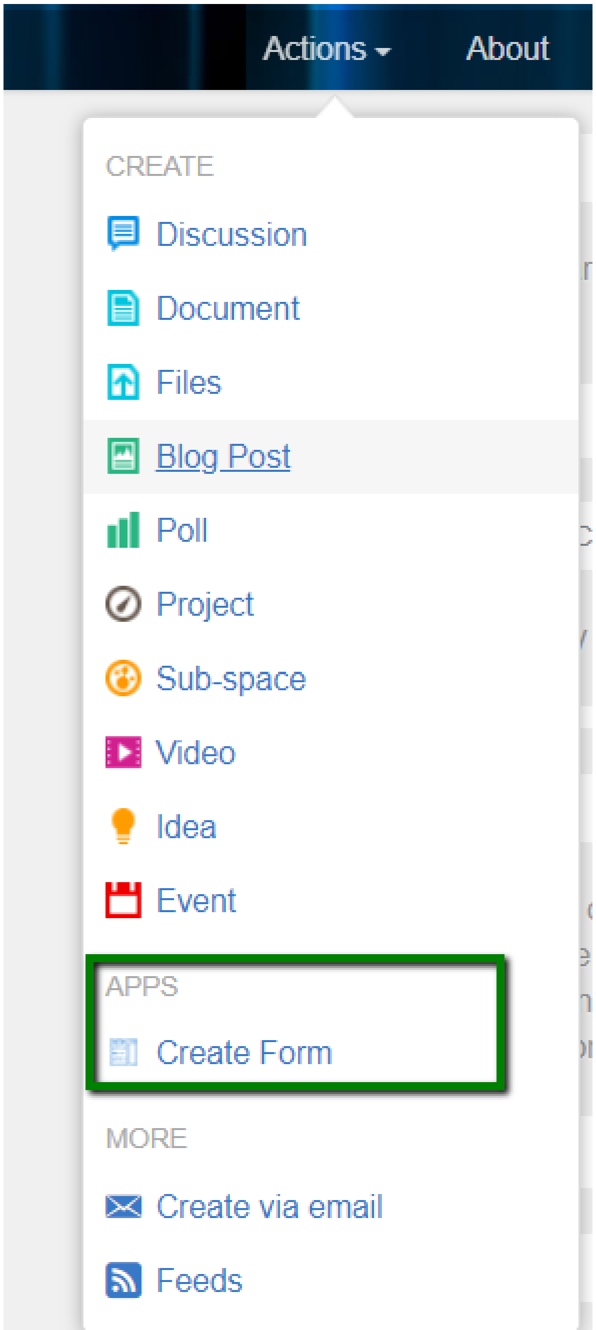
To open the list of forms in the Forms and Surveys App, use one of the following options:

- Go to **Pencil icon** > **Create Forms/Survey** .

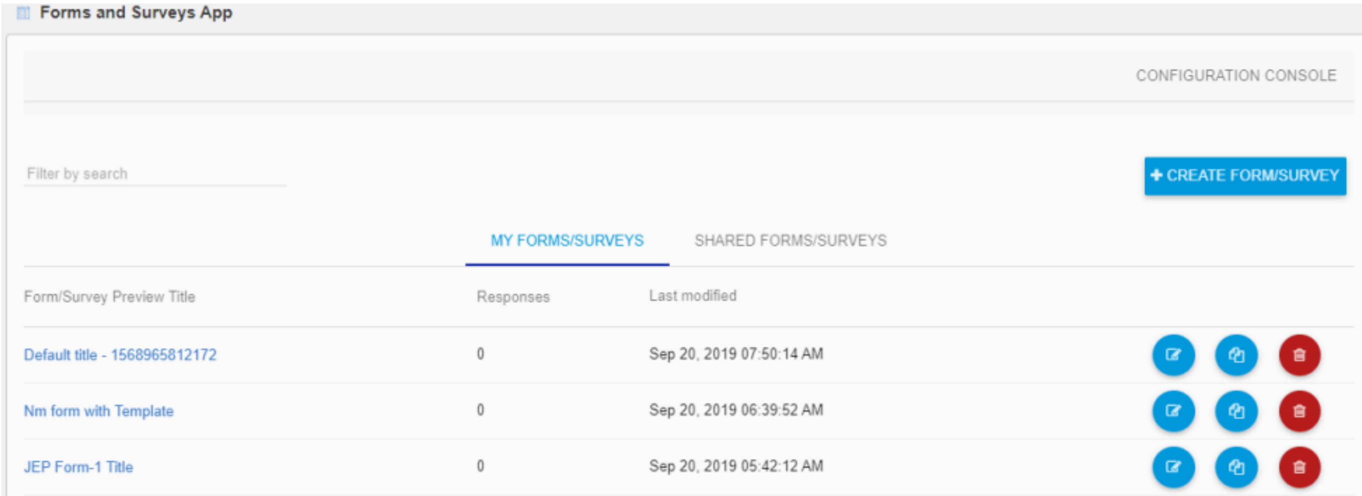


- Go to **Apps** > **Forms and Surveys App** .

- Enter the following URL: `<your Jive instance>apps/forms-and-surveys-app`.
- Go to **Action** > **Create form/Survey** .



The following screen is displayed, listing all forms created so far under the tab MY FORMS/SURVEYS. (The other tab SHARED FORMS/SURVEYS lists all those forms where the currently logged-in user has been added as a co-author.)



The user can either:

- Create a new form/survey by selecting + CREATE FORM/SURVEY.
- Edit an existing form/survey by selecting the relevant form title from the list displayed under Form/Survey Preview Title.

Creating and editing forms with the Forms and Surveys App

Here you can find details on using the Forms and Surveys App.

Attention:

Forms/Surveys Admin: Can configure App and access all Forms and Survey from all users.

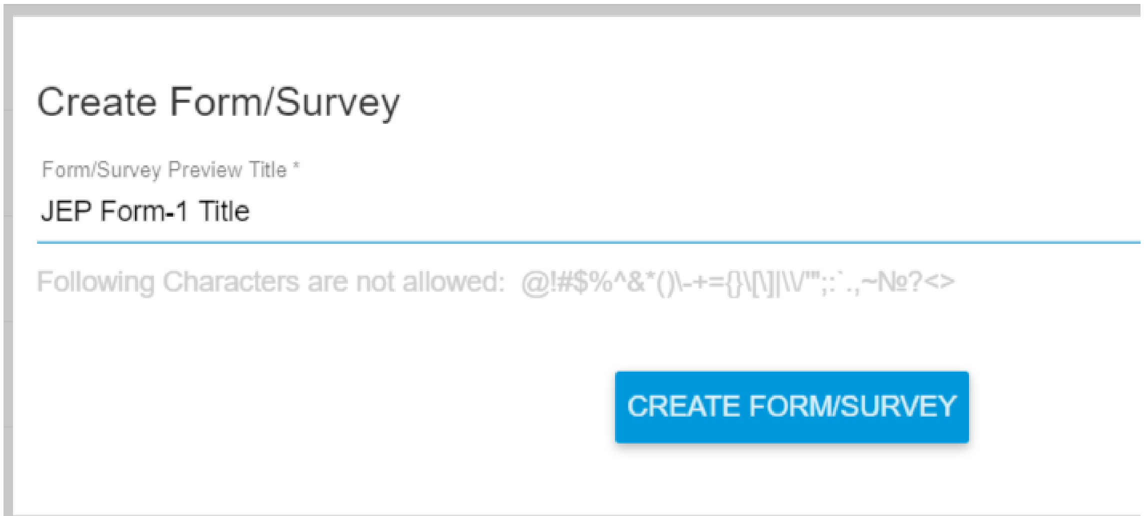
Forms/Surveys Co-author: Can access the App and create, update, delete their own Forms/Survey.

---

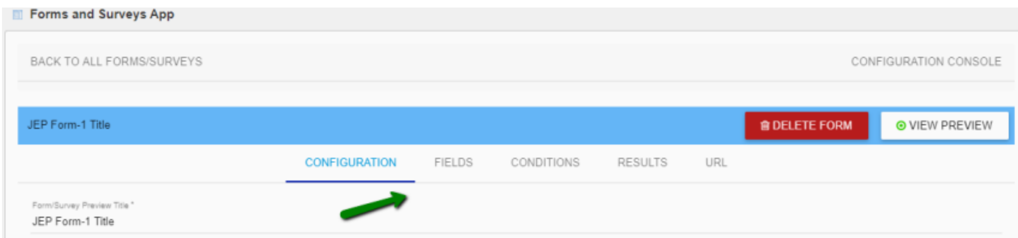
1. On the list of forms, create a new form/survey by selecting + CREATE FORM/SURVEY.

   OR Edit an existing form/survey by selecting the relevant form title from the list displayed under Form/Survey Preview Title.

   A new form can be configured using the various form fields.
2. Provide a suitable **Title** for the new form and click **Create Form/Survey**.



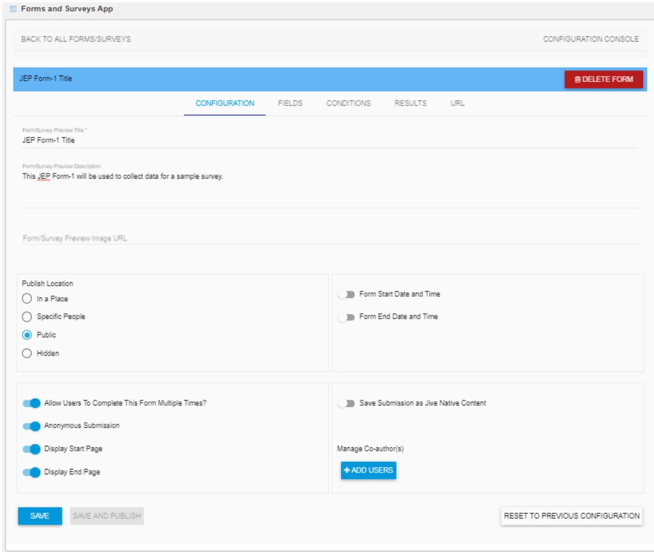
3. Use the form fields displayed on the top in the subsequent screen to configure the overall form:



Options	Description
Configuration tab	Provide details here to set the overall configuration of the form.
Fields tab	Provide the information items (fields) to be displayed on the form.
Conditions tab	Add conditions, based on which the fields will be displayed on the form.
Results tab	Displays the inputs provided by the user, after they complete and submit the form.

- At any point in time, select **Delete Form** on the top right corner to remove this form from the app.
- Select **View Preview** to have a glimpse of the configured form that will be displayed to the user.

4. On the **Configuration** tab:



Options	Description
Form/SurveyPreview Description	Enter a brief description of this form
Form/SurveyPreview Image URL	Provide the URL for the image to be displayed in the external object (which represents the form) published in a place
Publish Location	Specify the Place, where the configured form can be viewed • **In a Place**: Place: Form/Survey will be published as an external object in a Jive place. User can only select a place he/she has access to • **Hidden**: Form/Survey will not be published as an external object in a Jive place but can be accessed via direct link by Admins, Authors, and Co-Authors • **Specific People**: Form/Survey will not be published as an external object in a Jive place but can be accessed via direct link by Participants (and Admins, Authors, and Co-Authors) • **Public**: Form/Survey will not be published as an external object in a Jive place but can be accessed via direct link by any registered user

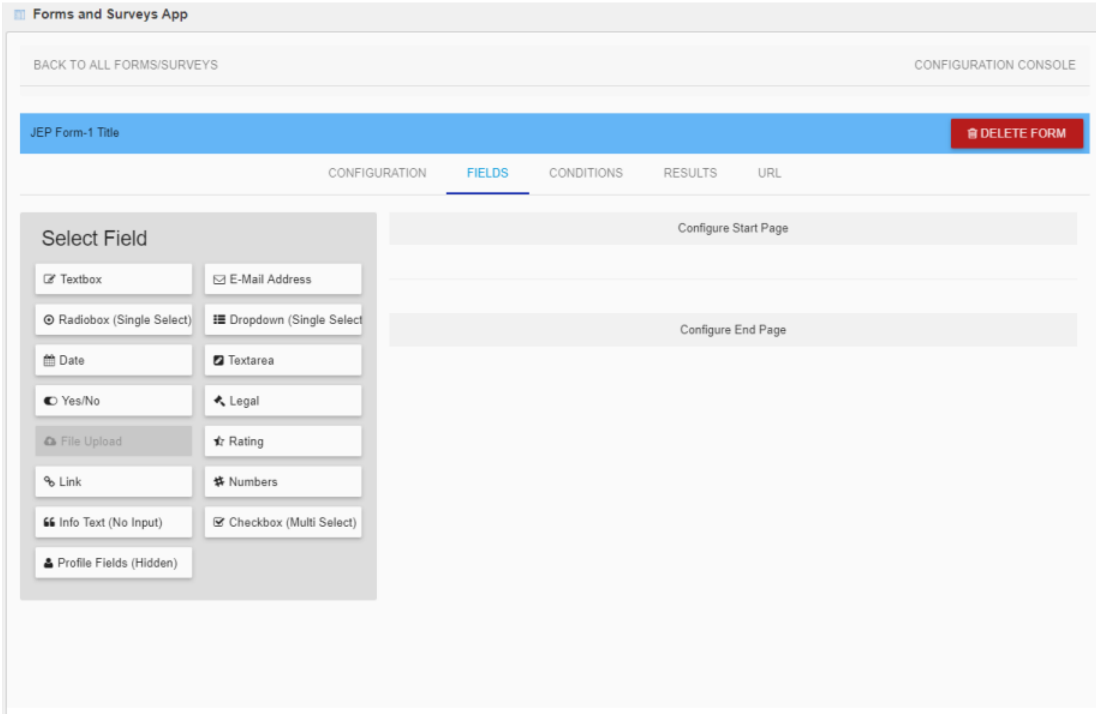
- Enable/disable the following form elements as required:

Options	Description
Form Start/End date and time	The time period during which the form will be active/valid.
Allow users to complete this Form multiple times	Allows the author to enable/disable multiple submissions of the Form/Survey. Default: Single submission
Anonymous submission	If enabled, User details will not be sent when submitting the completed form
Display Start/End Pages	If disabled, will not display the Welcome and Thank you pages in the form
Save submission as Jive native content	If enabled: • can save to a selected Place as Document / Blog Post / Question / Discussion • a TEMPLATE tab also appears on top of the screen along with the other tabs to facilitate the same functionality
Manage Co-authors	Select to add users (from a drop-down list), who can also author this form. In addition, the co-authors and their details will be listed below this field.

5. Click **Save** to save the configurations.

   OR **Save And Publish**: Saves the form and publishes in the selected place (usage if **Publish Location: In a Place** is selected).

6. On the **Fields** tab, click **Select Field**:



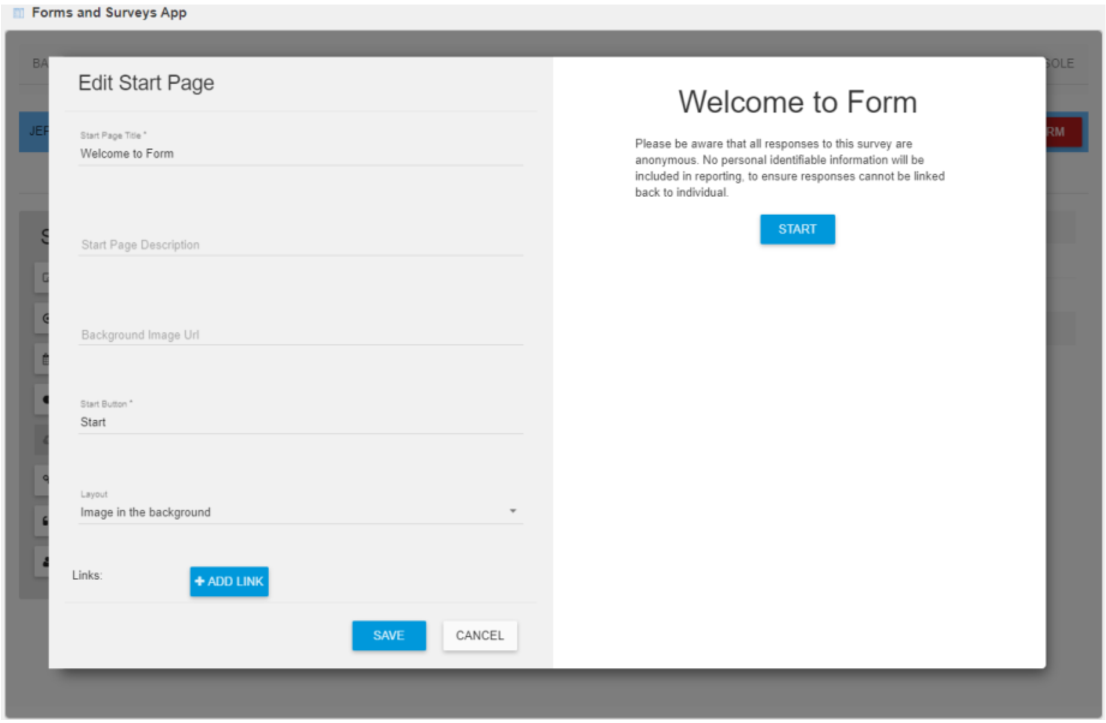
Items under **Select Field** can be selected as appropriate to set up various input fields on the form.

Table 1: Available Fields

Textbox	Select to add text inputs fields.
Radiobox	Select to allow user to pick an option from several options displayed via radio buttons. Use + Add Option to add as many options to be displayed on the form.
Date	Select if the user is to input a date.
Yes/No	Select if user is to input either Yes or No.
Link	Select to accept a URL as input.
Info Text	Select to allow user to provide free-flow text as input.
E-Mail address	Select to capture an email address input type.
Dropdown	Select to allow user to pick an option from several options displayed via a drop-down list. Use + Add Option to add as many drop-drop values to be displayed on the form.
Textarea	Select to allow user to provide free-flow text within an area frame.
Legal	Select to allow "I accept/ I don't accept" agreements.
Rating	Select to facilitate the user to evaluate. Specify Number of Steps as the rating scale and also the Shape of the rating icon.

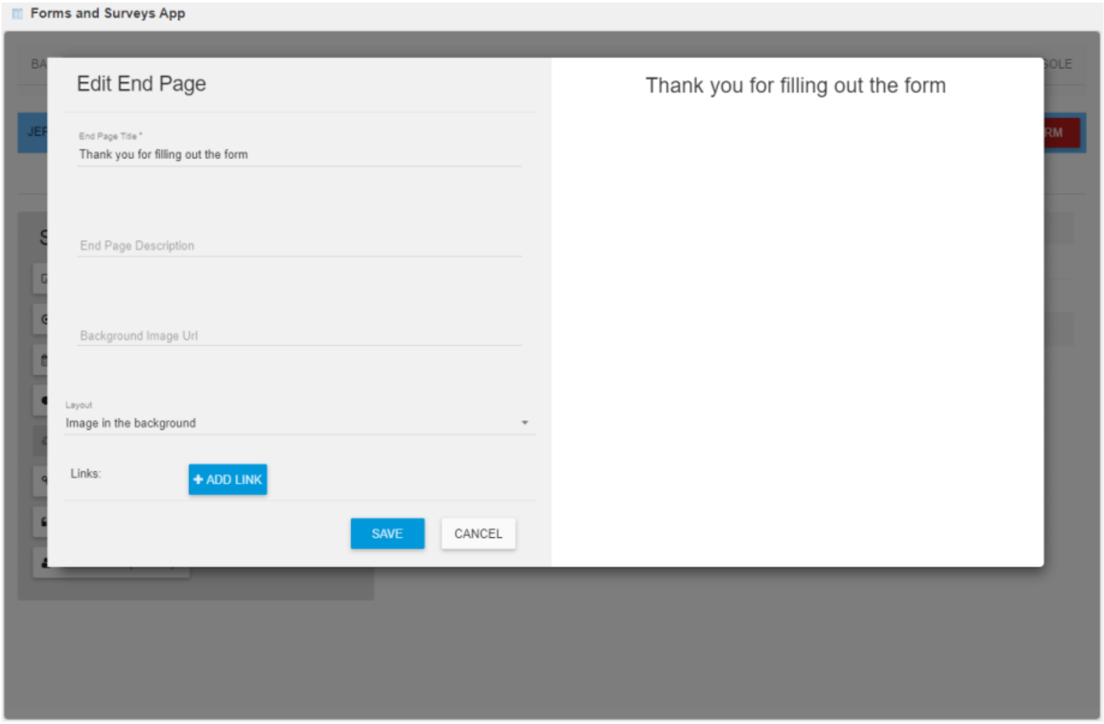
Numbers	Input field which accepts numeric values only.
Checkbox	Select to allow user to pick an option from several options displayed as check-boxes.

7. On the **Fields** tab, click **Configure Start Page**:



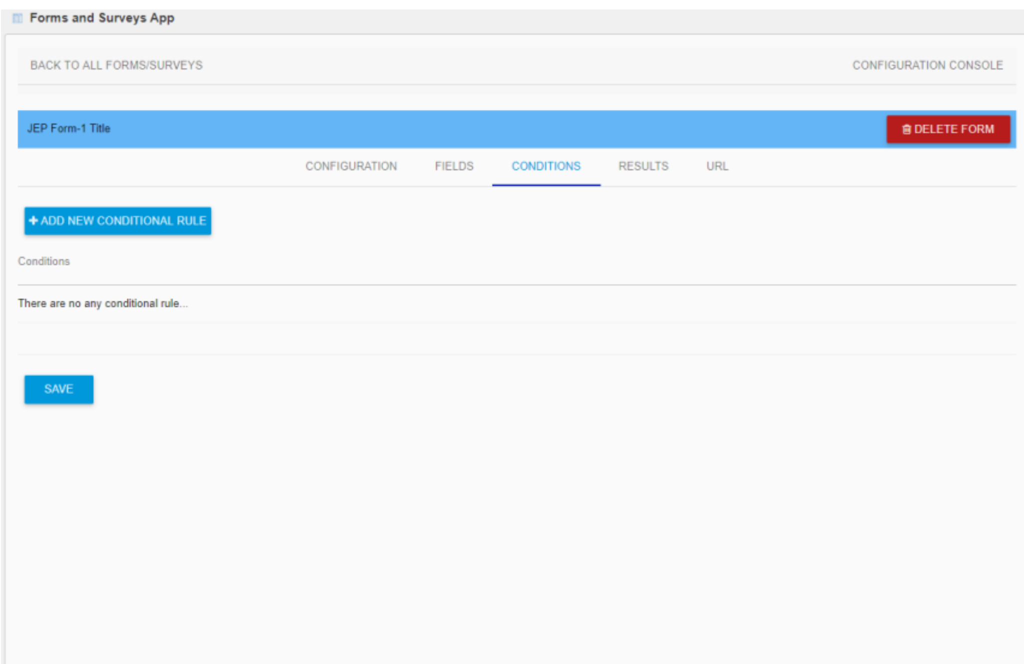
Use the fields available here for displaying a Welcome note to introduce the form to the user. This will be displayed to the user before they can start providing inputs in the form.

8. On the **Fields** tab, click **Configure End Page**:



Use the fields available here for displaying a closure note or a thank you message for providing the inputs on the form. This screen will be displayed to the user after successfully submitting the form/survey.

9. On the **Conditions** tab, specify conditions to help decide when a field is to be displayed or hidden on the form so as to seek user's inputs selectively.



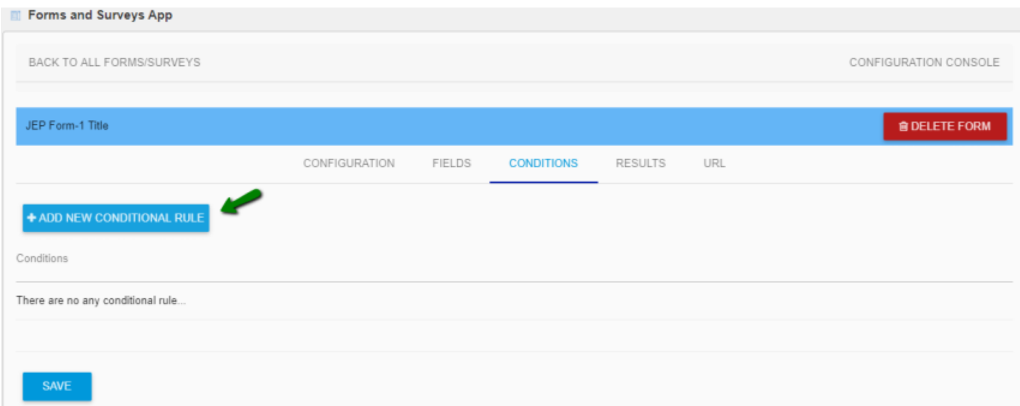
All fields can be used to build conditions, except **Info Text** and **Checkbox**.

Any one of the following Condition parameters can be selected:

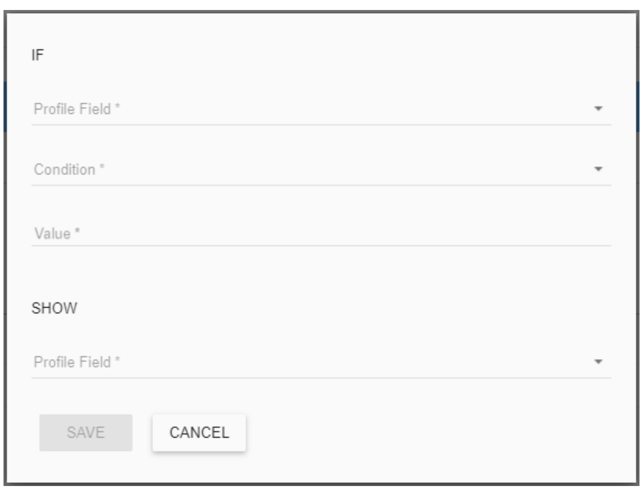
- is equal to
- is not equal to
- contains
- does not contain
- ends with
- does not end with
- starts with
- does not start with

Only fields matching the condition will be displayed to the user.

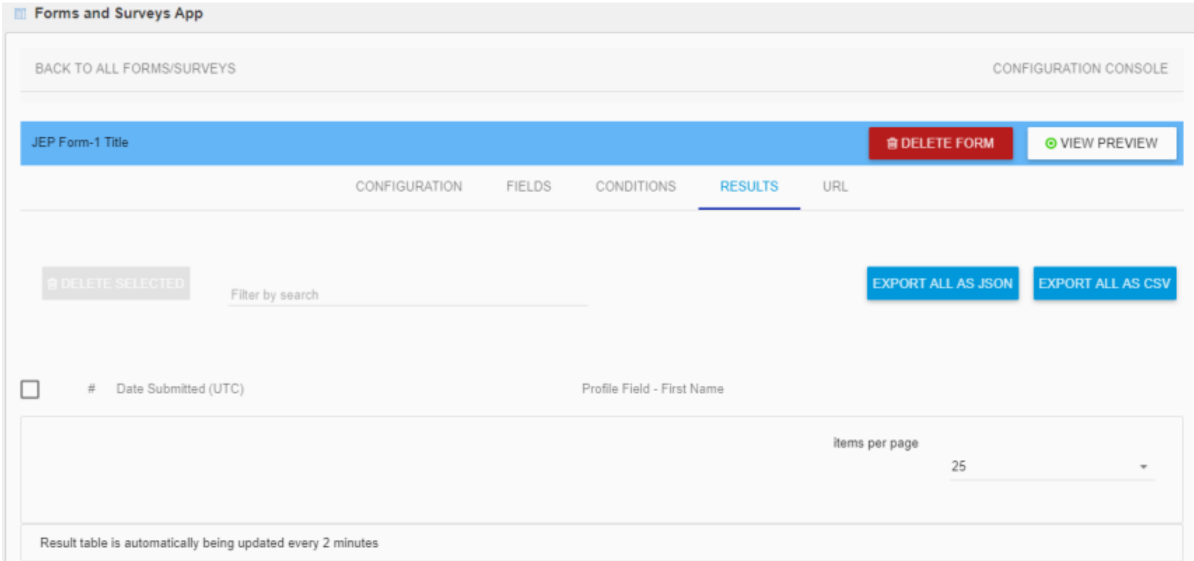
10. Select **+ Add New Conditional Rule** to add several rules.



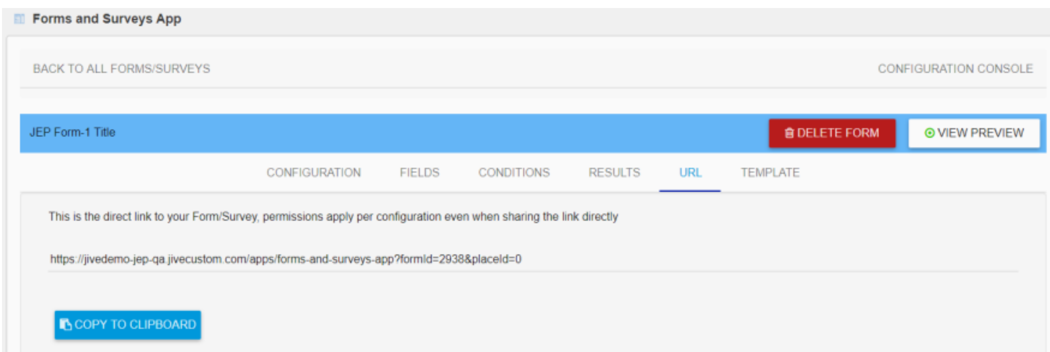
11. For each condition, specify the condition that should match the value in the form field, based on which one or more form fields are to be displayed.



12. The **Results** tab displays the results of the data captured after the form has been submitted by the user. Selected or ALL Results can be exported as JSON or CSV formats. The number of items/page can be customized.



13. On the **URL** tab, on creating a form, the URL is automatically created. This link can be copied and used to access the configured form.



Submitting a form using the Forms and Surveys App

Here you can find details on accessing and submitting forms using the Forms and Surveys App.

1. Go to **Main menu** > **Apps** > **Forms and Surveys App** .
2. Select the configured form under **My Forms/Surveys** or **Shared Forms/Surveys** appropriately, then go to the **URL** tab and **Copy the URL**.
3. Use the link to complete the form.
4. Click **Submit** to submit the form.

Functional Overview

Here is a functional overview of the Forms and Surveys Add-on.

Form/Survey Builder

The solution supports the following field types:

- Textbox (Text input field)
- Radiobox (Single select)
- Dropdown (Single Select)
- Yes/No (Single Select)
- Rating (Single select)
- Checkbox (Multi Select)
- Date (Date picker)
- Link (Text input field with URL validation)
- Email (Text input field with E-Mail Pattern validation)
- Numbers (Text input field with Number (0-9) Pattern validation)
- Legal (I accept/ I decline agreements)
- Info text (No input field)
- Profile Field (No visible to user)

Each field except "Info Text" and "Profile Field" provide the following settings:

- Title
- Description
- Required/Mandatory
- Conditional Rule

Info Text:

- Title
- Description

Profile Field:

- Title
- Dropdown to select profile field

Settings of each Form/Survey

- Title of Form (To be used on the external object)
- Description of Form (To be used as the "preview description" on the external object)
- Preview image (To be used on the external object)
- Form Fields

If a field is deleted from the configuration all associated entries from existing submission are deleted (cleared) as well

- Startpage: A page that is displayed to the user before seeing the Form/Survey:
  - Setting to Enable / Disable (Default = enabled)
  - Headline (Plain Text)*
    - Color theme: light, medium, dark
  - Description (Plain Text)
    - Color theme: light, medium, dark
  - Under description, the start page will display a message indicating it the survey is anonymous or not as follows:

    ```
    Please be aware that this survey is not anonymous. All responses can be linked
     back to the individual by the survey author.
    ```
  - Background Image URL
    - Specify position
  - Start Button Display Name
  - Additional Links
    - Display Name
    - URL
    - Color theme: light, medium, dark
- Endpage: A page that is displayed to the user after successfully submitting the Form/Survey
  - Setting to Enable / Disable (Default = enabled)
  - Headline (Plain Text)*
    - Color theme: light, medium, dark
  - Description (Plain Text)
    - Color theme: light, medium, dark
  - Background Image URL
    - Specify position
  - End Button Display Name
  - Additional Links
    - Display Name
    - URL
    - Color theme: light, medium, dark

- Submission: Allows the Author to enable/disable multiple submissions of the Form/Survey
  - Default setting: Single Submissions
    - Error message in case user tries to access survey again
- Anonymity: If enabled no PII will be tracked/saved from the users who completes the Form/Survey
  - Jive User ID will be stored in DB (one way SHA encryption) to verify if user has already submitted the form
  - System wide setting that defines which fields can not be stored / used in conditional field > see global settings
  - If enabled information will be displayed on the startpage, external object and on the form submission page itself that this Form/Survey is anonymous
- Location: Allows the Author to specify the place in Jive where the Form/Survey should be published as an external object
  - In a Place: Place picker to select place: Form/Survey will be published as an external object in a Jive place
    - User can only select a place he/she has access to
  - Hidden: Form/Survey will not be published as an external object in a Jive place but can be accessed via direct link by Co-Authors
    - Hide option via setting
  - Specific People: Form/Survey will not be published as an external object in a Jive place but can be accessed via direct link
    - Hide option via setting
  - Public: Form/Survey will not be published as an external object in a Jive place but can be accessed via direct link
    - Hide option via setting
- Authors: Allows the Author to define additional (Co-)Authors
  - Provides same level of access as author has
- Publish Result: If enabled all submissions will be posted as a native Jive Content
  - User can select: Document, Blog Post, Question, Discussion
  - Place picker to select place where result will be published
  - Editor to define template look and feel
- Start Date/Time:
  - Define the date and time on which a user can fill out form/survey
  - External Object will be posted at the time the user clicks "Save and Publish"
    - "Start Button" on start page is not visible until start time is reached. Instead of "Start Button" message is displayed "The Form/Survey is closed until

DD.MM.YYYY - HH:MM"." Time is displayed in users local time. External Object does not indicate start or end time

- The (Co)author should be able change date/time anytime

- End Date/Time:
  - Define the date and time on which a user can no longer fill out form/survey
    - "Start Button"on start page is not visible after the end time is reached. Instead of "Start Button" message is displayed "The Form/Survey was closed on DD.MM.YYYY - HH:MM"." Time is displayed in users local time. External Object does not indicate start or end time
  - The (Co)author should be able change date/time anytime
- Save: Saves the form but **does not** publish in the selected place
- Save and Publish: Saves the form **and** publishes in the selected place
- Delete within the Forms and Survey App: Deletes the Form/Survey, and all its associated data (submissions) **but not** submission posted as Jive native content and not the external object
  - Add Alert to inform the user that external object will not be deleted
  - If the Form/Survey is deleted and a user clicks on "Start Survey" within the external object we will display a explanatory message to the user that this Form/Survey has been deleted.
- Delete the external object from Jive UI: This only deletes the external object leaving the Form/Survey and its associated data (submissions) untouched
  - Save and Publish will create the external object again if it was previously deleted via Jive UI

Conditional Fields

All Fields can be used to build conditions except "Info Text" and "Checkbox (multi select)"

- Condition parameter:
  - is equal to
  - is not equal to
  - contains
  - does not contain
  - ends with
  - does not end with

  - starts with
  - does not start with

Only fields matching the condition will be displayed to the user. Examples:

- Only show Field F if Field A equals UK (Implication: Hidden if Field A not equal UK)
- Only show Field G if Field A equals Germany (Implication: Hidden if Field A not equal Germany)

Global Settings for All Forms/Survey

Specify:

- Which profile fields to be always captured
- Which profile fields the user can select
- Which fields shouldn't be captured if anonymity is enabled
  - Which fields can be used in "profile field" field

Permission

Form/Survey specific permission

- Forms and Survey **Admin**: Can configure App and access all Forms and Survey from all users
- Forms and Survey **(Co)Author**: Can access the App and create, update, delete their own Forms/Survey
  - Admin can either allow all users (ARU) to create (CRUD) Forms/Survey or just a specific jive user group
- Forms and Survey **Submitter (=All registered user)**: Can submit/take a Form
  - If a Form/Survey is published in a specific place only users who have access to this place and view permission on external objects can submit/take the Form/Surve
- Full Export of all data as CSV

In conjunction with each submission the following attributes are saved by default

- Jive User ID (SHA encrypted)
- Date and Time (UTC) of submission
- Any metadata specified in the global settings

External Object

The solution can publish the Form/Survey as an external Object in Jive.

- **External Objects need to be enabled on place level by adding the Forms and Survey Stream Integration**

GDPR add-on

GDPR add-on helps to make Jive GDPR-compliant by removing the Personally Identifiable Information (PII) of a user from the system. This add-on gives the user the ability to remove or download the information from the system.

Installing GDPR Add-on

Open a support with the Support to install this add-on.

Configuring GDPR Add-on

GDPR Add-on is an add-on that uses user groups for determining access to the add-on configuration.

Fastpath: **Admin Console** > **Permissions** > **User Groups**

Fastpath: **Advanced Admin Console** > **People** > **Management** > **Create User Group**

Fastpath: **User interface: Your avatar** > **Add-ons**

A user must have at least Manage System permissions to configure add-ons.

Configuring user groups for GDPR

The GDPR add-on uses user group to provide secure access to the add-on configuration.

To configure user groups for the GDPR add-on:

1. Go to the user group configuration page:
   - **Admin Console** > **Permissions** > **User Groups**
   - **Advanced Admin Console** > **People** > **Management** > **Create User Group**
2. Under **General Settings**, enter a user group name and click **Create Group**.

   For this example, we are creating a `JEP_GDPR_Addon Workflow` user group.

3. Add the concerned administrators as members to this user group.
4. Save the changes.

Applying user groups to GDPR

Add the preconfigured user group (or groups) to the GDPR Add-on configuration to allow users of this group to use the add-on.

Fastpath: **User interface: Your avatar** > **Add-ons**

A user must have at least Manage System permissions to configure add-ons.

To configure user groups for the GDPR add-on:

1. Go to **User interface: Your avatar** > **Add-ons** > **All Add-ons** > **Installed** .
2. Find **GDPR** in the list, click **the gear icon** > **Settings** .
3. Under **App Security**, click the gear icon next to **Anonymize Users**.

   User groups with access to the add-on configuration are listed here. By default, the **All registered users** user group is used.
4. On the **Manage App User Groups** page, remove **All registered users** and add the user groups which should have access to the add-on.

   In this example, we are adding the `JEP_GDPR_Addon Workflow` user group.
5. Save the changes.
6. Click **Configure now**.
7. Click **Save and Activate** to apply the changes.

Members of the specified user groups (`JEP_GDPR_Addon Workflow` in the example) can now configure and use the GDPR add-on.

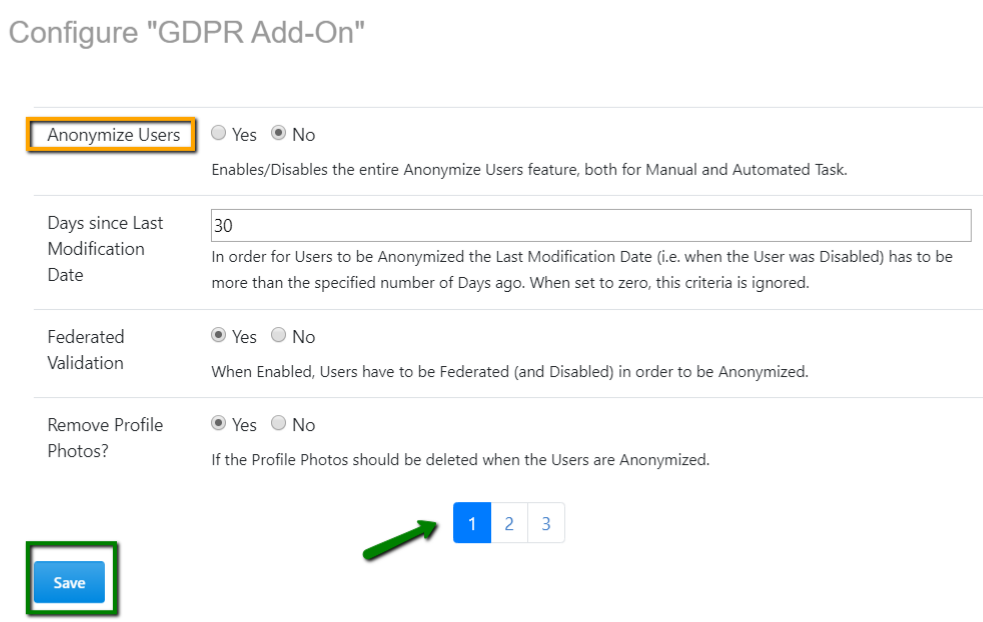
Setting up the GDPR anonymization criteria for automatically anonymizing users

Here you can find details on setting up the anonymization criteria for the GDPR add-on.

To set up the GDPR anonymization criteria for automatically anonymizing users:

1. Go to **User interface: Your avatar** > **Add-ons** > **All Add-ons** > **Installed** .
2. Find **GDPR** in the list, click **the gear icon** > **Settings** .
3. Click **Configure Now**.
4. On the **Configure GDPR Add-on** page, configure the settings as per the description provided for each criterion.

   For example, **Anonymize Users**, as shown in the screen shot below. Navigate through the criteria by clicking on the screen number (1, 2, ...).



5. Click **Save** to save the configured GDPR Add-on criteria.

According to the configured settings of the GDPR Add-on criteria, users are automatically anonymized as per the defined schedule.

Attention: In the configuration, 1 Day = 24h and not 1 Calendar day.

Users, whose User IDs have been provided in the Task Report Users criteria during the GDPR Add-on configuration, will receive a notification in their Inbox listing the users, who have been anonymized via automated anonymization.

For information on setting the Cron job, you can refer to Cron Expression Generator & Explainer - Quartz.

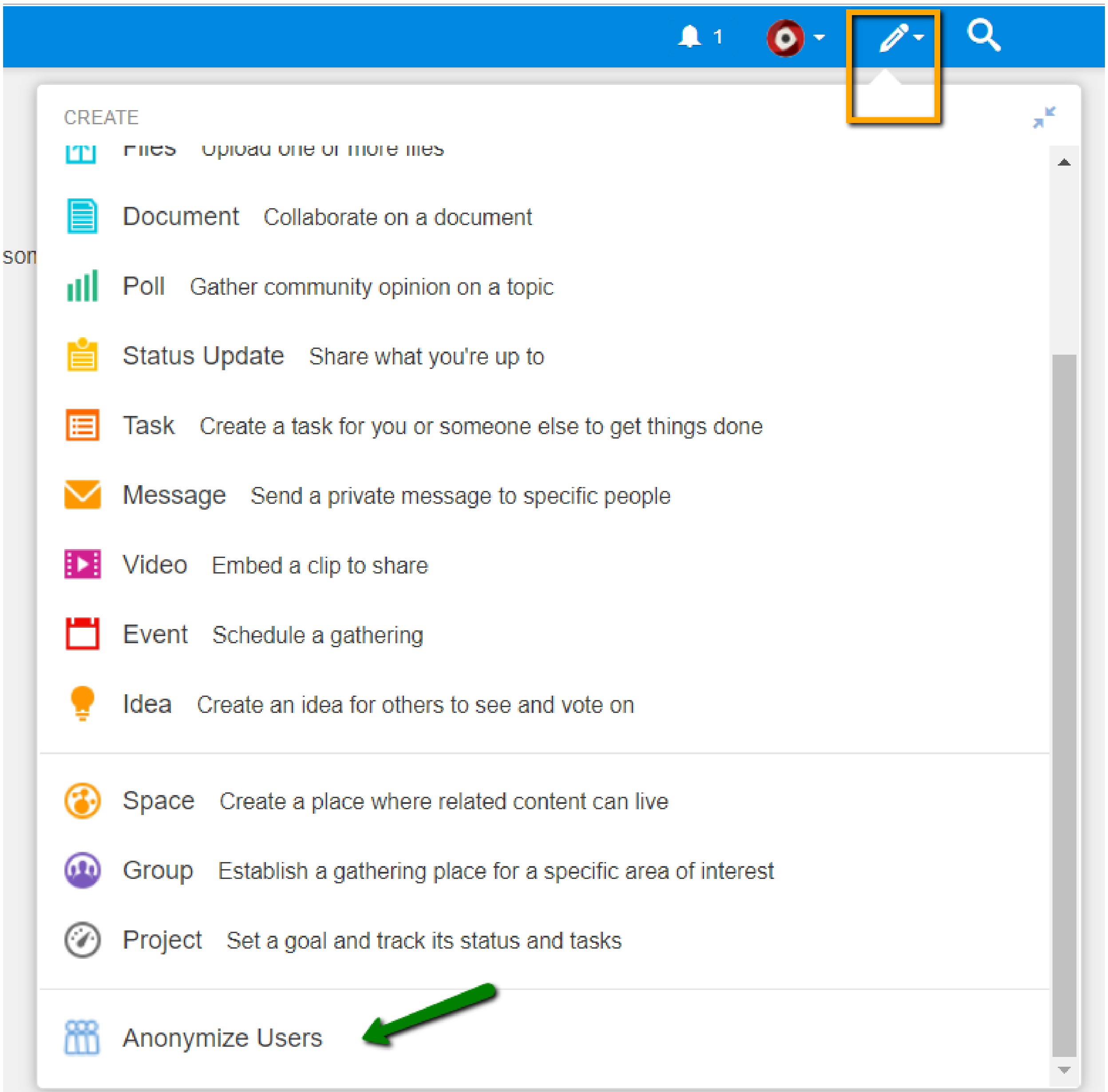
Manually anonymizing users with GDPR add-on

Here you can find details on using the GDPR add-on to manually anonymize users.

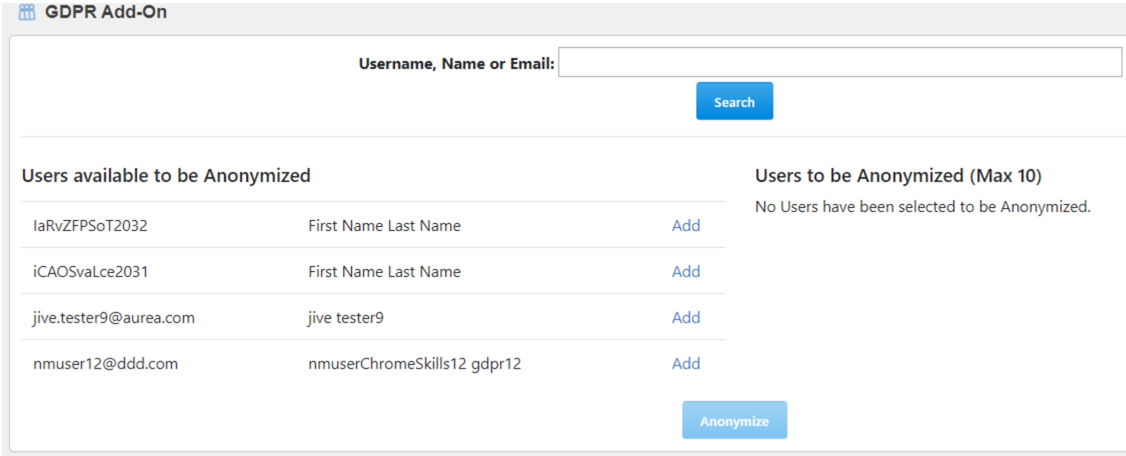
Fastpath: **the pencil icon** > **Anonymize User**

To manually anonymize users:

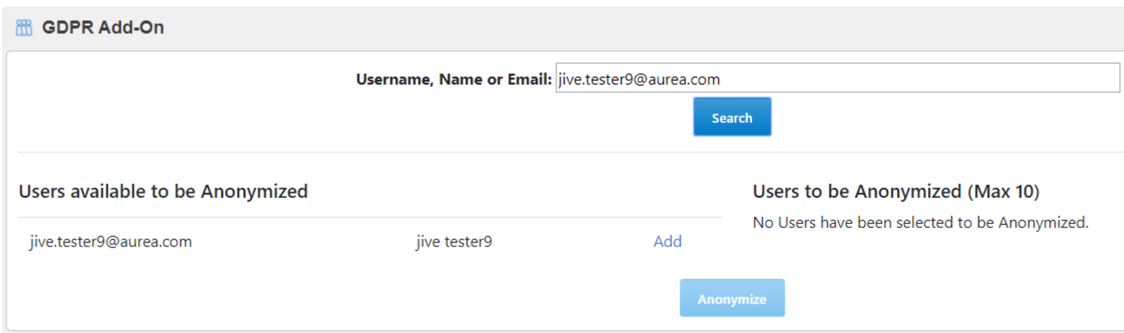
1. On the Jive user interface, go to **the pencil icon** > **Anonymize User** .



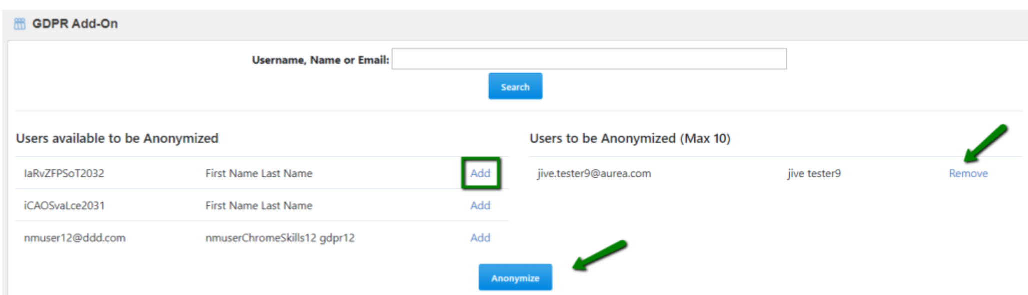
The following screen is displayed:



2. On the GDPR Add-on page, search for the user or users to be anonymized by providing their exact and complete username or name or email.



Or, if the user or users are already listed on the screen under the column **Users available to be Anonymized**, then select the concerned user or users and add a maximum of 10 users to the **Users to be Anonymized (Max 10)** column.



3. Select the concerned user names from the left column listing the (deactivated) users meeting the anonymization criteria defined and add (--->) to the right column.
4. Click **Anonymize User**.

On successful anonymization, the GDPR Add-on overwrites the user profile values of the anonymized users. Thereafter, these users will not be visible via **Advanced Admin Console** > **People** > **Search Users** under their original usernames.

Profile fields are overwritten by the GDPR Add-on according to the following logic:

Profile Field	Field Value after Anonymization
Username	userTemplate.set**Username**(RandomStringUtils.randomAlphabetic(10) + userToBeAnonymized.getID());
E-Mail	userTemplate.set**Email**(RandomStringUtils.randomAlphabetic(10) + userToBeAnonymized.getID() + "@localhost")
First Name	First Name
Last Name	Last Name
Other Profile Fields: alphanumeric	Profile Field Name
Other Profile Fields: numeric	123456789
Other Profile Fields: date	current date
Other Profile Fields: multi-select	none selected
Other Profile Fields: single select	remains unchanged
Other Profile Fields: URL	Jive instance URL
Other Profile Fields: Boolean	remains unchanged

Ghost Publish add-on

This add-on allows you to author, collaborate, and publish any type of document or blog post on behalf of another employee at your organization.

Ghost Publish allows you to configure detailed publishing permissions down to the editor, author, place and expiration date, and more:

- Schedule publishing of documents and blog posts in the future
- Update ghost published content after it has been made live in your community
- Ghost publish from any place in the community

- Support content with images, videos, and attachments
- Collaborate on documents and subsequently publish as a blog post

Figure 39: A secure, compliant permissions interface to ensure that a particular user can only post on behalf of another in a specific place for a given period of time

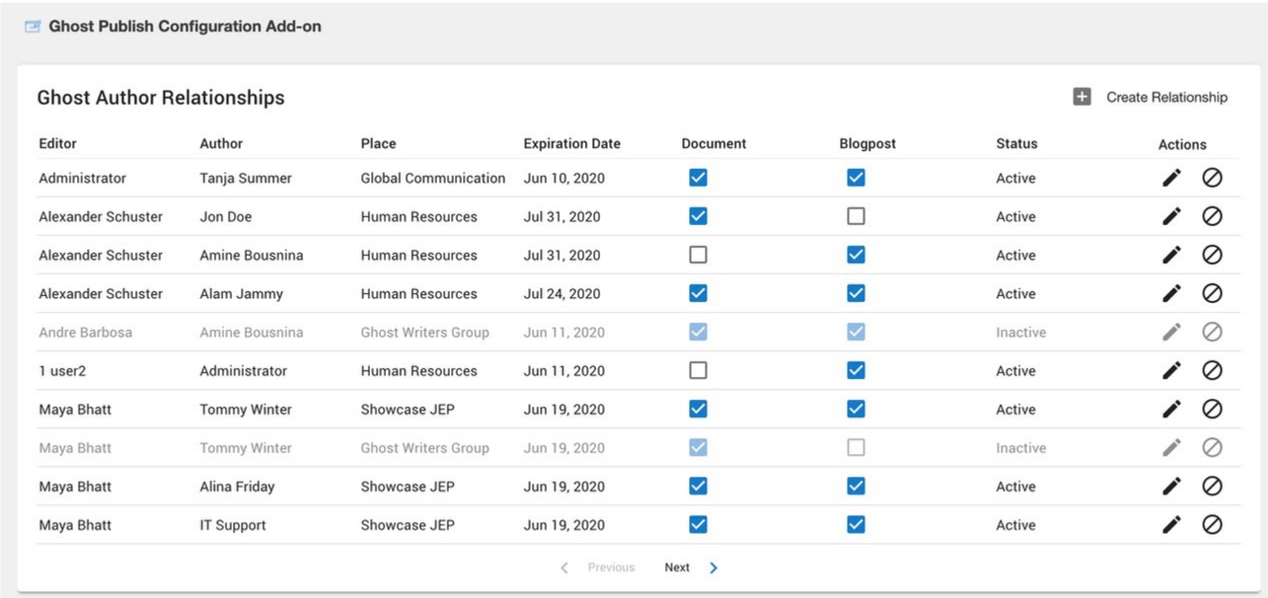
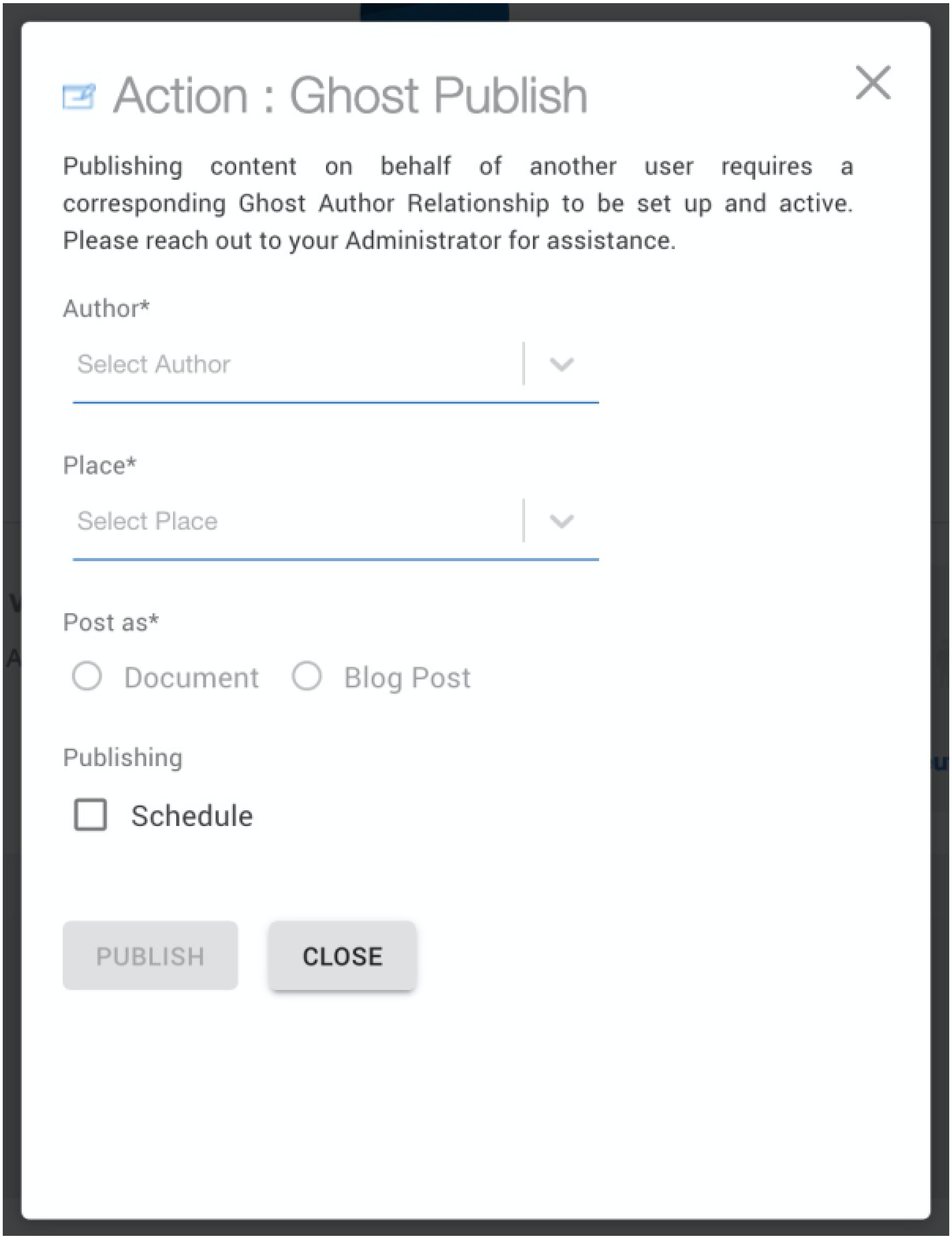


Figure 40: Easy to use interface to ghost publish content from anywhere in the community


Action : Ghost Publish
Publishing content on behalf of another user requires a corresponding Ghost Author Relationship to be set up and active. Please reach out to your Administrator for assistance.
Author*
Select Author
Place*
Select Place
Post as*
Document
Blog Post
Publishing
Schedule
PUBLISH
CLOSE

Supported content types

Here you can find the list of content types supported by the Ghost Publish.

Content type	Create	Update
Blog Post		
Document		
Question		
Discussion		
Upload Files		

Note: Source content type: Upload Files can be ghost-published as the respective content type only.

Installing Ghost Publish Add-on

Open a support with the Support to install this add-on.

Configuring the Ghost Publish Add-on

Ghost Publish Add-on is an add-on that uses user groups for determining access.

Fastpath: **Admin Console** > **Permissions** > **User Groups**

Fastpath: **Advanced Admin Console** > **People** > **Management** > **Create User Group**

Fastpath: **User interface: Your avatar** > **Add-ons**

A user must have at least Manage System permissions to configure add-ons.

Note that the Ghost Publish add-on uses two user groups: members of the first one are able to ghost publish; members of the second one are able to manage ghost author relationships.

Configuring user groups for Ghost Publish

The Ghost Publish add-on uses user groups to provide secure access to the add-on features.

To configure user groups for the Ghost Publish add-on:

1. Go to the user group configuration page:

- **Admin Console** > **Permissions** > **User Groups**
- **Advanced Admin Console** > **People** > **Management** > **Create User Group**

2. Create a permission group whose members should be able to ghost publish.

   For example, this user group may be called `Ghost Publish Add-On Editors`.

3. Create a permission group whose members should be able manage ghost author relationships.

   For example, this user group may be called `Ghost Publish Configuration Admin`.

4. Add the appropriate users as members to the user groups created in Steps Step 2 on page 250 and Step 3 on page 250.
5. Save the changes.

Ghost Publish

Add the preconfigured user groups to the Ghost Publish Add-on configuration to allow users of these groups to use the add-on.

Fastpath: User interface: Your avatar > **Add-ons**

A user must have at least Manage System permissions to configure add-ons.

To configure user groups for the Ghost Publish add-on:

1. Go to **User interface: Your avatar** > **Add-ons** > **All Add-ons** > **Installed** .
2. Find **Ghost Publish** in the list, click **the gear icon** > **Settings** .
3. Under **App Security**, click the gear icon next to **Ghost Publish App**.

   User groups with access to the ghost publish feature are listed here. By default, the **All registered users** user group is used.

4. Remove **All registered users** and add the user groups which should have access to the ghost publish feature.

   In this example, we are adding the `Ghost Publish Add-On Editors` user group.

5. Click **Save Changes**.
6. Under **App Security**, click the gear icon next to **Ghost Publish Config App**.

   User groups with access to the ghost author relationships are listed here. By default, the **All registered users** user group is used.

7. Remove **All registered users** and add the user groups which should have access to the ghost author relationships.

   In this example, we are adding the `Ghost Publish Configuration Admin` user group.

8. Click **Save Changes**.
9. Click **Configure now**.
10. Click **Save and Activate** to apply the changes.

Members of the specified user groups (`Ghost Publish Configuration Admin` and `Ghost Publish Add-On Editors` in the example) can now use the Ghost Publish add-on.

Managing author relationships for the Ghost Publish Add-on

Users with access to **Ghost Publish Config App** of the Ghost Publish Add-on can create and manage ghost author relationships. When set up, these relationships allow an editor to post on behalf of an author.

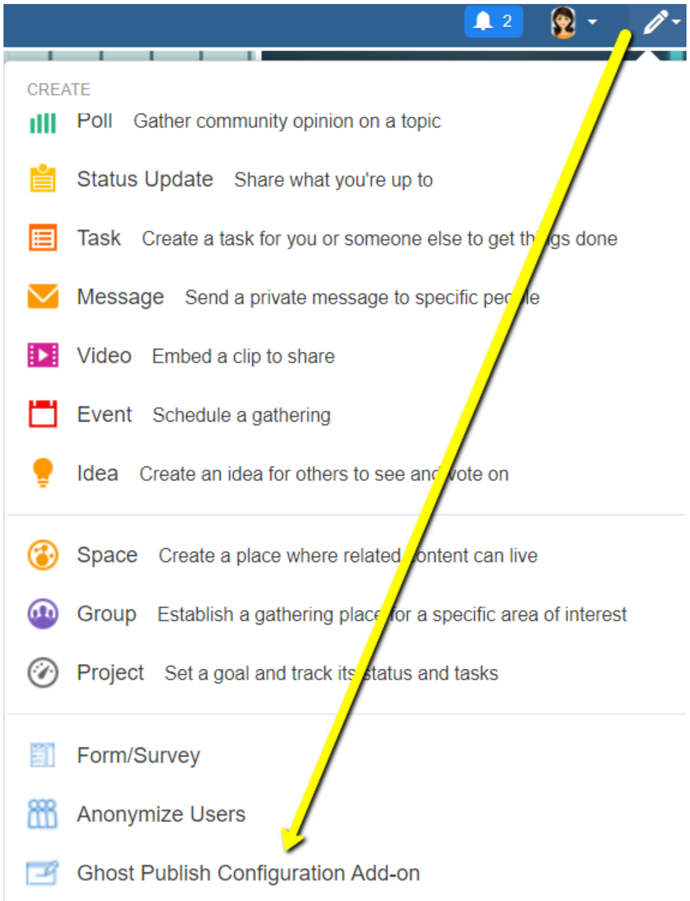
Fastpath:

- **Pencil icon** > **Ghost Publish Configuration Add-On**
- `<instance URL>/apps/ghost-publish-configuration-add-on`

Creating Ghost Author Relationships

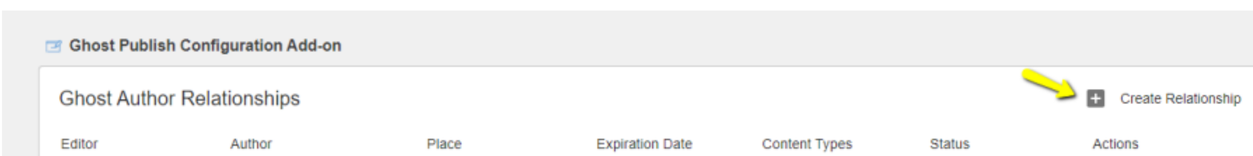
To create Ghost Author Relationships:

1. Go to the **Ghost Publish Configuration Add-on** page:
   - **Pencil icon** > **Ghost Publish Configuration Add-On**
   - `<instance URL>/apps/ghost-publish-configuration-add-on`

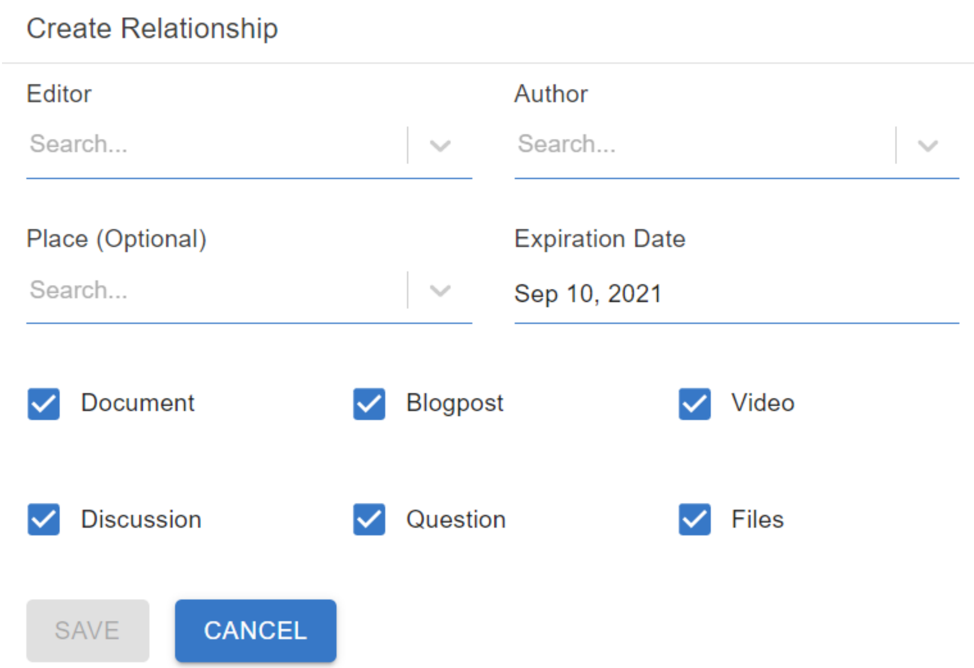


Note: If you don't see the menu item but are a member of the user group, log out and then log back in.

2. Click **+ Create Relationship**.



3. Provide appropriate details.



Options	Description
Editor	User who publishes on behalf of Author.
Author	User in who's name the content is created.
Place (Optional)	Limit the permission to a particular place or leave blank to allow ghost publishing into Any Place.
Expiration Date	Time until which the permission is granted.
Content types	Check appropriately the content types to be ghost-published.

4. **Save** to add the Editor to user group (`Ghost Publish Add-On Editors`) automatically to access the Ghost Publish Action Modal.

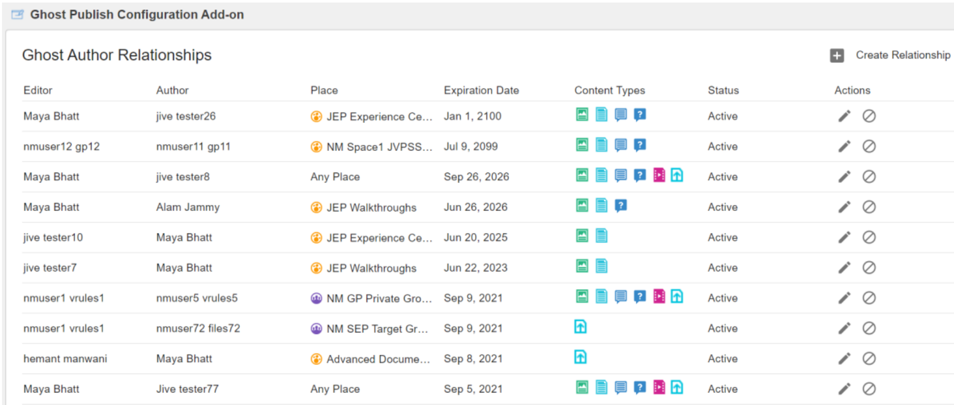
Ghost Author Relationship created successfully.

Note: Editor needs to log out of Jive and log back in to see the **Ghost Publish** action.

Managing Ghost Author Relationships

To manage Ghost Author Relationships:

1. Go to the **Ghost Publish Configuration Add-on** page:
    - **Pencil icon** > **Ghost Publish Configuration Add-On**
    - `<instance URL>/apps/ghost-publish-configuration-add-on`



Ghost Publish Configuration Add-on

Ghost Author Relationships

Create Relationship

Editor	Author	Place	Expiration Date	Content Types	Status	Actions
Maya Bhatt	jive tester26	JEP Experience Ce...	Jan 1, 2100		Active	
nmuser12 gp12	nmuser11 gp11	NM Space1 JVPSS...	Jul 9, 2099		Active	
Maya Bhatt	jive tester8	Any Place	Sep 26, 2026		Active	
Maya Bhatt	Alam Jammy	JEP Walkthroughs	Jun 26, 2026		Active	
jive tester10	Maya Bhatt	JEP Experience Ce...	Jun 20, 2025		Active	
jive tester7	Maya Bhatt	JEP Walkthroughs	Jun 22, 2023		Active	
nmuser1 vrules1	nmuser5 vrules5	NM GP Private Gro...	Sep 9, 2021		Active	
nmuser1 vrules1	nmuser72 files72	NM SEP Target Gr...	Sep 9, 2021		Active	
hemant manwani	Maya Bhatt	Advanced Docume...	Sep 8, 2021		Active	
Maya Bhatt	Jive tester77	Any Place	Sep 5, 2021		Active	

2. **Pencil**: Modify an existing relationship (Expiration Date and Content Types).
3. **Disabled**: Deactivate relationship – user will no longer be able to publish on behalf of the Author.

Usage notes:

- Relationships once created are permanently retained for audit purposes.
- Members in the Ghost Publish Configuration Admin are notified 7 days before the concerned Ghost Publish Relationships expires.

Ghost-publishing content with the Ghost Publish add-on

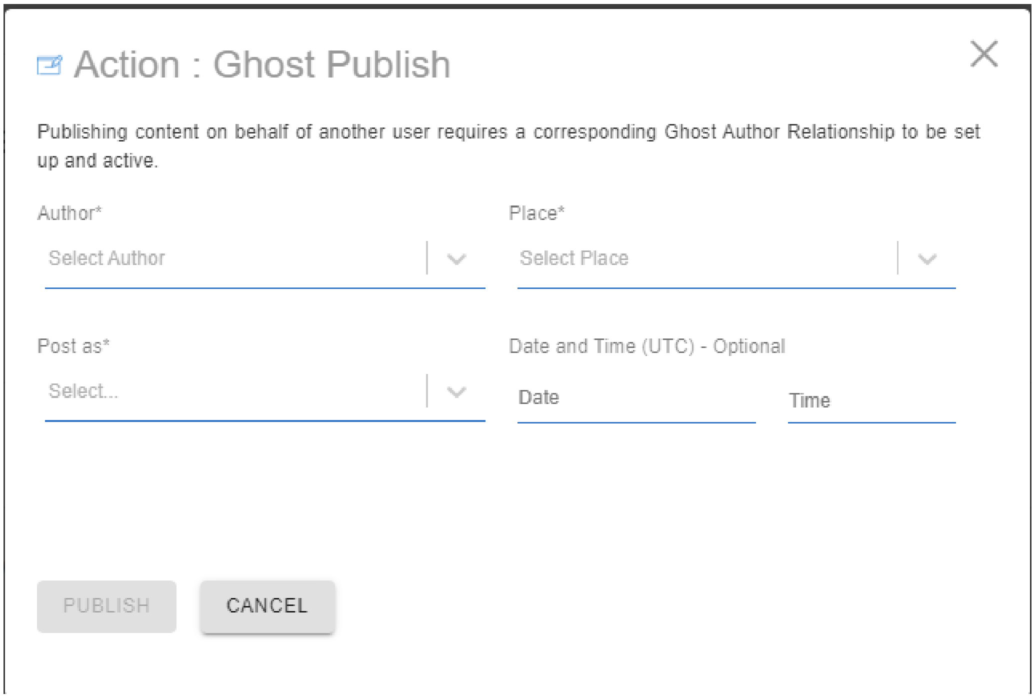
Here you can find details on how to publish content items by using the Ghost Publish add-on.

Fastpath: Content item

The Ghost Publish add-on provides the feature of publishing and cross-publishing the source content, such as documents, discussions, questions, or blog post. Source content type: Upload Files can be ghost-published as the respective content type only.

Note: It is possible to Ghost Publish the same content multiple times into different places.

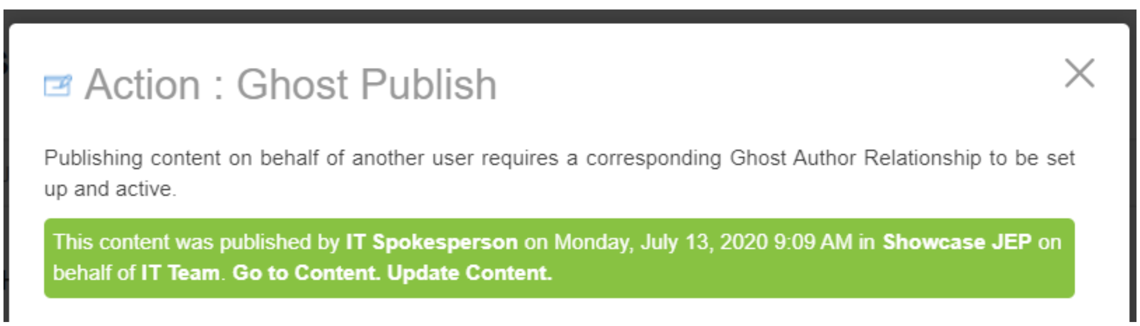
1. Create a source content item (such as a document or a blog post) anywhere in the community and publish it.
2. Go to **Actions** > **Ghost Publish** to view the **Action : Ghost Publish** dialog box.



3. Specify details: **Author**, **Place**, content type to be posted as (**Post as**), schedule **Date and Time (optional)**.
4. Click Publish.

   Content is scheduled for publishing.

Content is published in target place with a delay of up to 2 minutes.

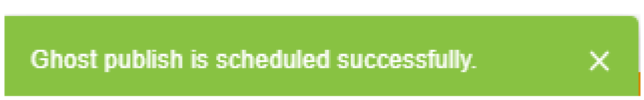


Notification messages of the Ghost Publish add-on

Here you can find details the types of notifications of the Ghost Publish add-on.

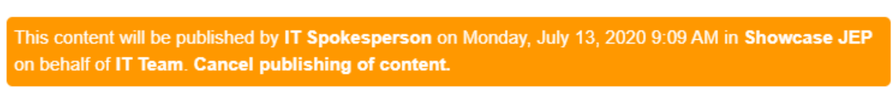
Success/Warning/Error Messages

Success (green)



This content was published by [Editor] on [Date and Time] in [Place] on behalf of [Author]. Go to Content. Update Content.

Warning (orange)



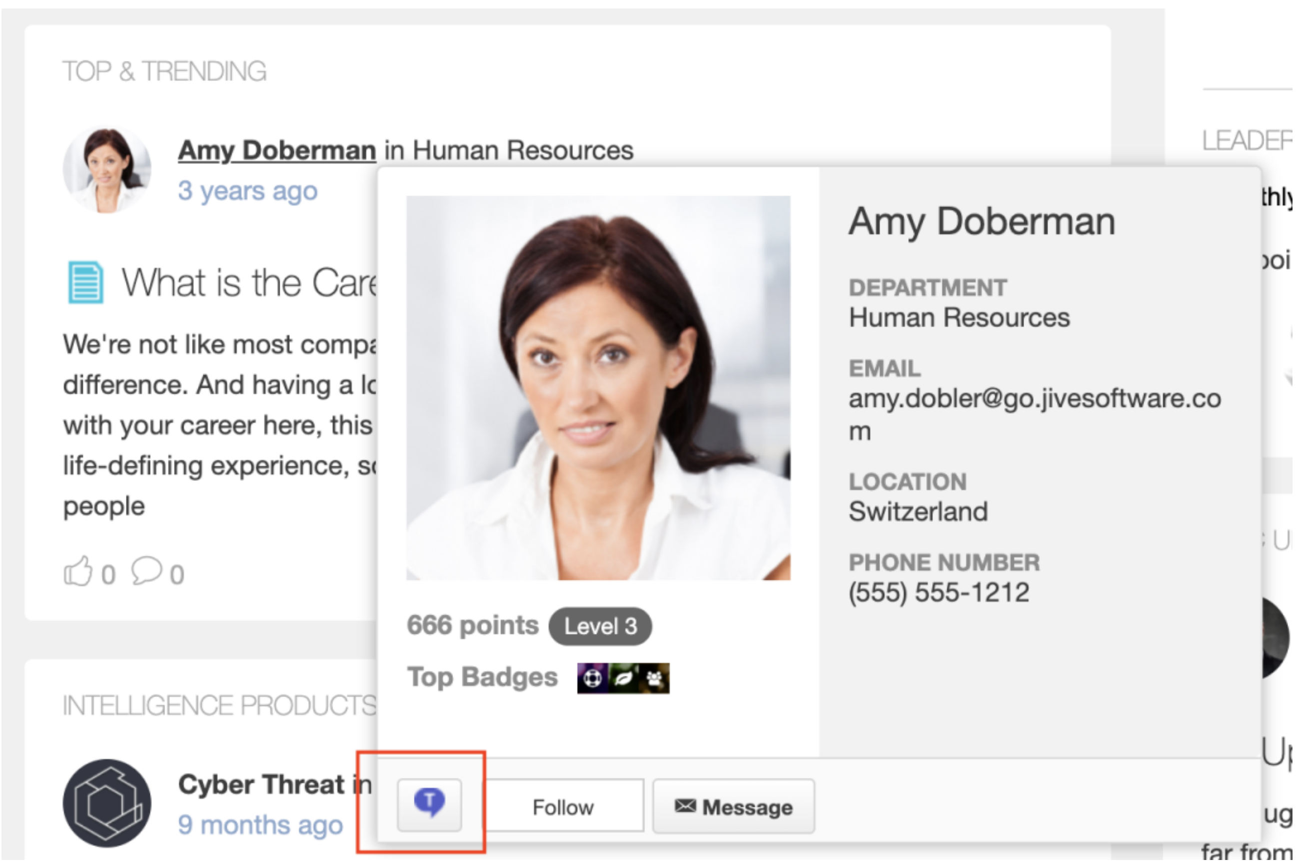
	This content will be published by [Editor] on [Date and Time] in [Place] on behalf of [Author]. Cancel publishing of content.
Error (Red)	This content ghost published by [Editor] on [Date and Time] in [Place] on behalf of [Author] failed to publish. Please click here to try again.

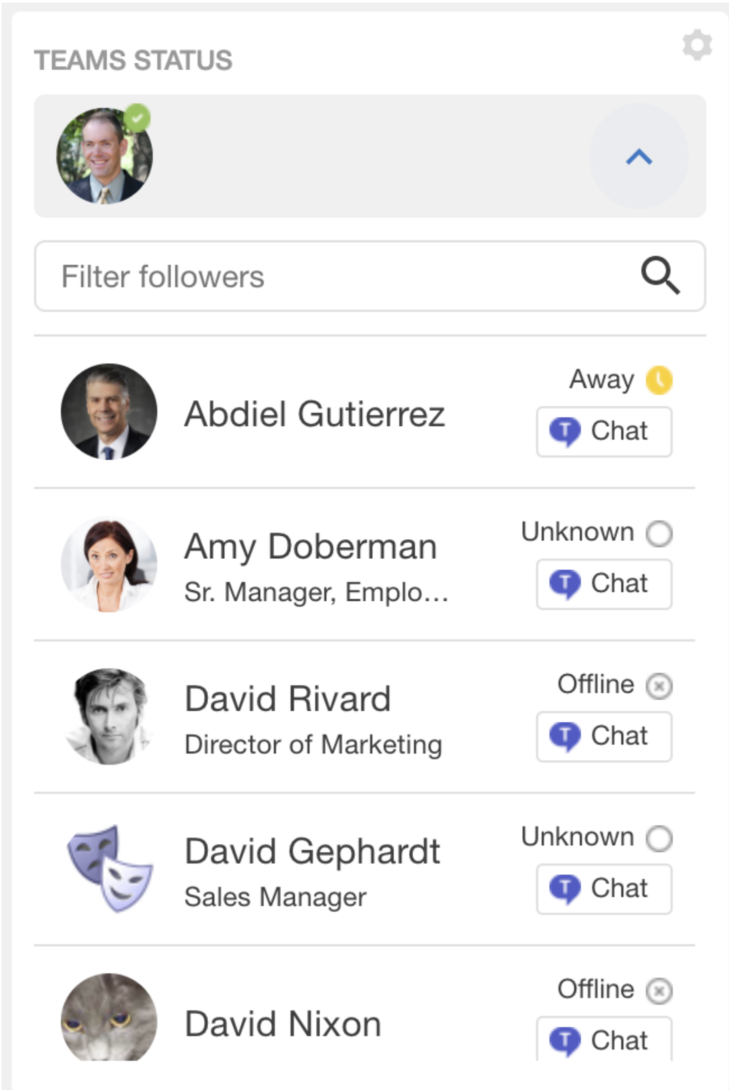
Microsoft Teams add-on

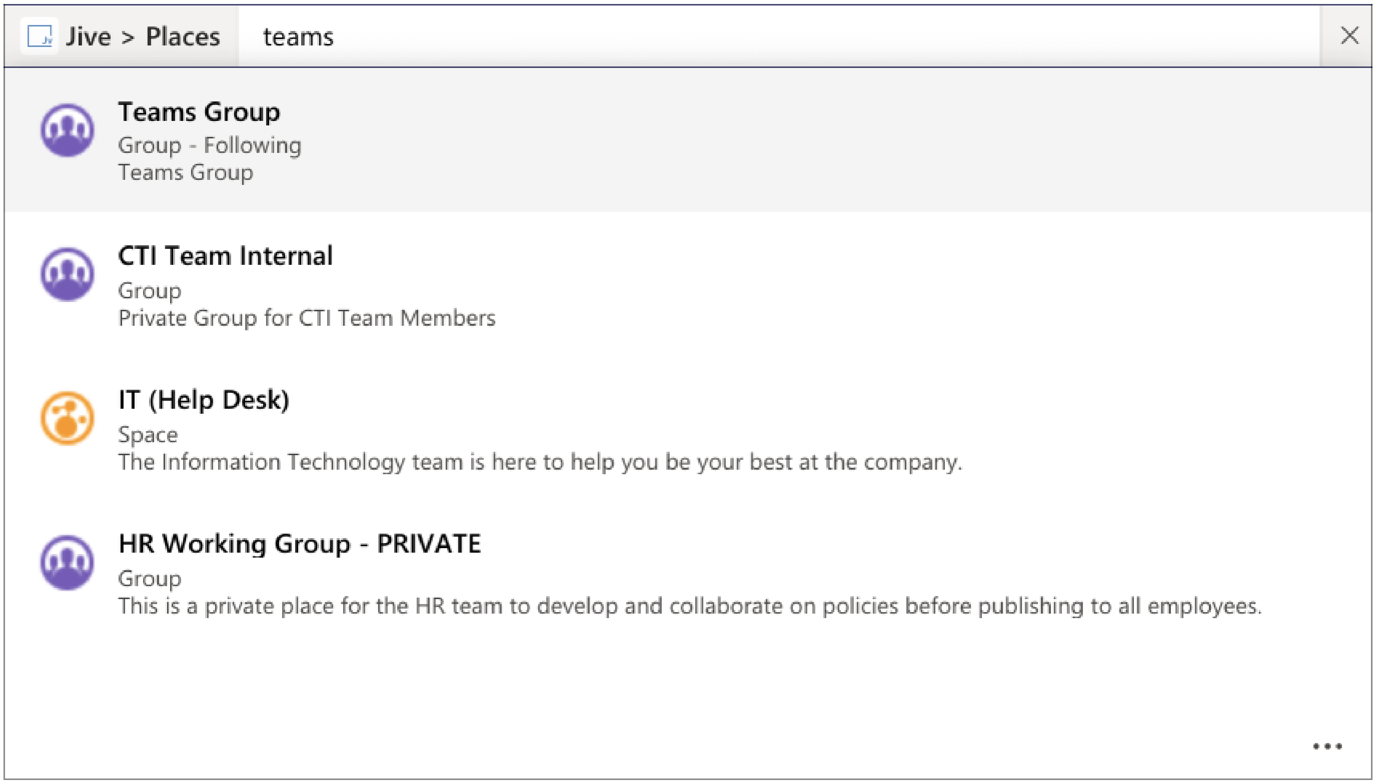
Easily integrate Jive with Microsoft Teams. "Click to connect" makes it simple to start or join a Teams chat from within Jive, while other features let you see users' Teams status within Jive, leverage Jive search, and more.

Microsoft Teams add-on:

- Allows starting a Microsoft Teams chat from Jive
- Displays Microsoft Teams user's statuses in Jive
- Gives the ability to search and reference Jive content from Microsoft Teams




TEAMS STATUS
Filter followers
Abdiel Gutierrez
Away
Chat
Amy Doberman
Sr. Manager, Emplo…
Unknown
Chat
David Rivard
Director of Marketing
Offline
Chat
David Gephardt
Sales Manager
Unknown
Chat
David Nixon
Offline
Chat



Setting up the Microsoft Teams Add-on

The Microsoft Teams Add-on adds connections from Jive to Microsoft Teams and back. Here you find the details on installing and configuring all add-on components.

Fastpath:

- **Admin Console** > **People** > **Global Profile Settings**
- **Advanced Admin Console** > **People** > **Settings** > **Global Profile Settings**

A user must have at least Manage System permissions to configure the profile fields.

We recommend you set up the integration in this order:

1. Open a support with the Support to install this add-on.
2. Set up the Jive side as follows:
   a) Add a dedicated profile field that will hold the Microsoft Teams username for Jive users. Even though you can use a pre-existing text field, we strongly recommend adding a new specialized field. For details, see Configuring a profile field for Microsoft Teams on page 259.
   b) Configure the add-on to use the dedicated profile field, as described in Designating a profile field to be used by Microsoft Teams on page 265.
   c) Test the Teams Chat functionality, as described in Testing Teams Chat on page 266.

   d) Test the Teams Status tile, as described in Testing Teams Status tile on page 268.
   e) Additionally, you can restrict access to the Microsoft Teams Add-on functionalities by employing user groups. For more information, see Configuring access to Microsoft Teams Add-on on page 279.
3. Set up the Microsoft Teams side as follows:
   a) On the Microsoft Teams side, install the Jive App for Microsoft Teams, as described in Installing the Jive App for Microsoft Teams on page 272.
   b) Test the Jive search, as described in Testing Jive Search from Jive App for Microsoft Teams on page 275.

Configuring a profile field for Microsoft Teams

The Microsoft Teams add-on uses user groups to provide secure access to the add-on features.

Fastpath:

- **Admin Console** > **People** > **Global Profile Settings**
- **Advanced Admin Console** > **People** > **Settings** > **Global Profile Settings**

A user must have at least Manage System permissions to configure the profile fields.

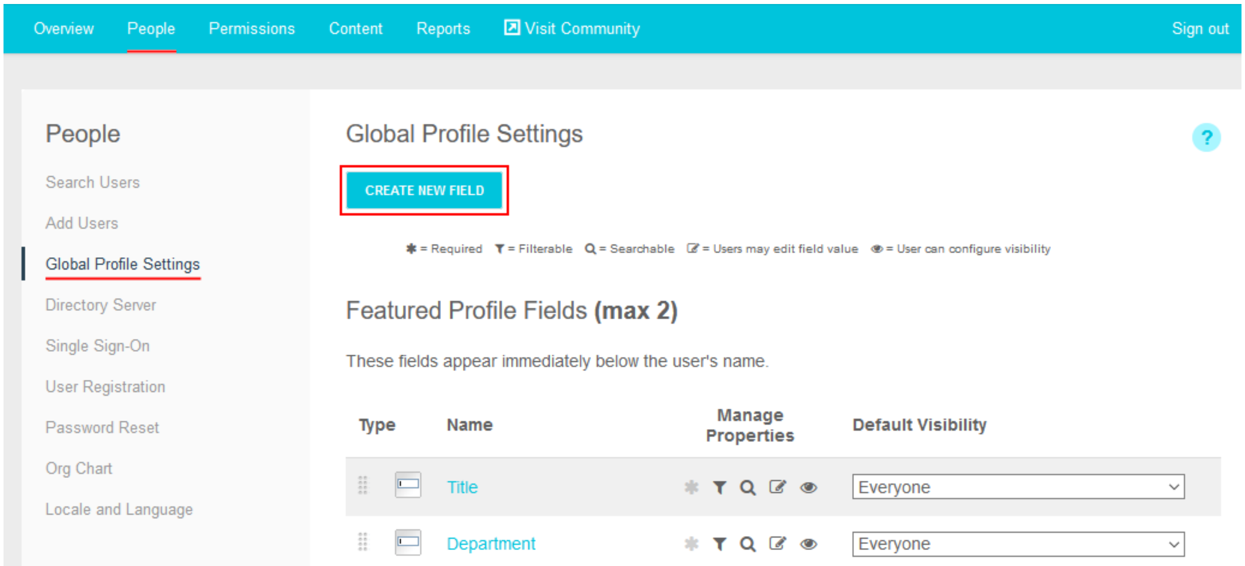
To configure user groups for the Microsoft Teams add-on:

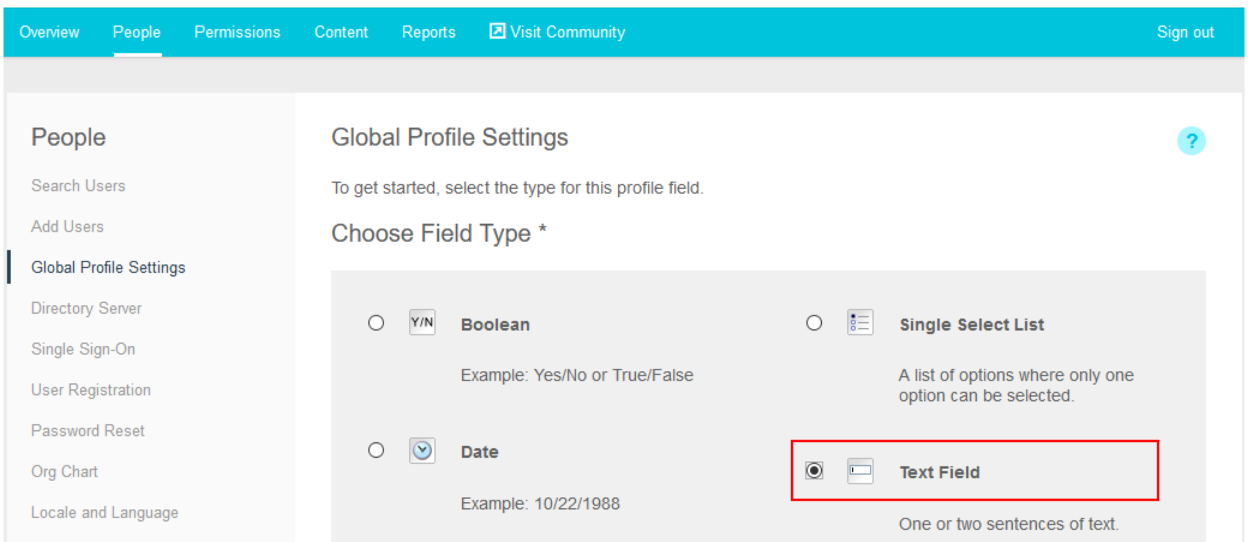
1. Go to the configuration page:
   - **Admin Console** > **People** > **Global Profile Settings**
   - **Advanced Admin Console** > **People** > **Settings** > **Global Profile Settings**
2. Create a new text field with the following parameters:
   - **Filed Type**: Text field
   - **Field name**: The name of the field to be used, for example, `msTeamsUsername`
   - **LanguageDisplay Name**: The label for the field in English, for example, `MS Teams Username`
   - **Required**: Cleared at least until the add-on setup is finished and tested.

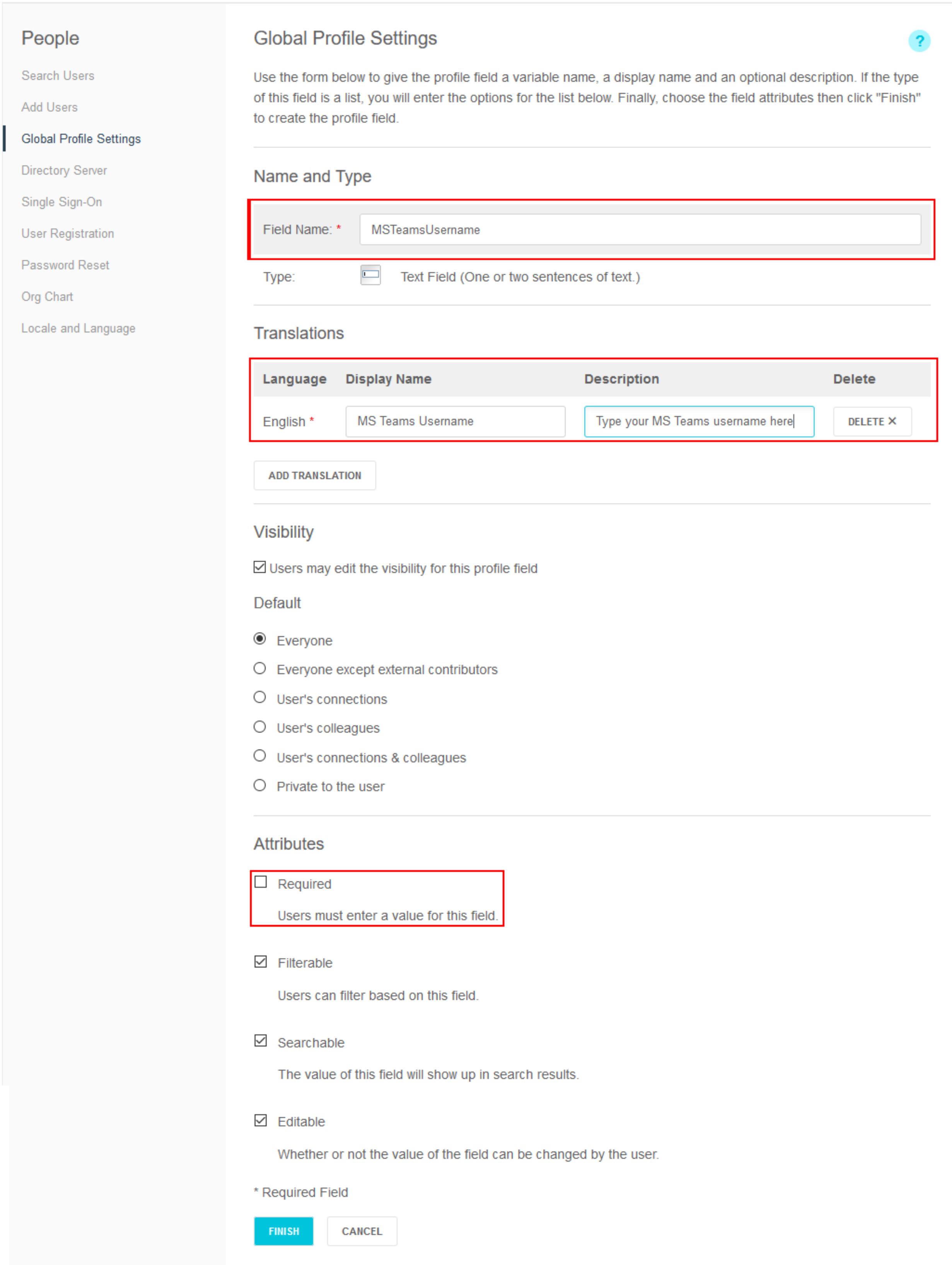
   You can set the **Visibility** and **Attributes** options however you wish.

   Attention: We recommend leaving the **Required** attribute unchecked (and the field an option one) at least for an initial period while users are trained on the new solution.

   For this example, we are using `MSTeamsUsername` as the field name and `MS Teams Username` as the display name in English. The field is also set as optional.


Overview
People
Permissions
Content
Reports
Visit Community
Sign out
People
Search Users
Add Users
Global Profile Settings
Directory Server
Single Sign-On
User Registration
Password Reset
Org Chart
Locale and Language
Global Profile Settings
CREATE NEW FIELD
= Required = Filterable = Searchable = Users may edit field value = User can configure visibility
Featured Profile Fields (max 2)
These fields appear immediately below the user's name.
Type
Name
Manage Properties
Default Visibility
Title
Everyone
Department
Everyone


Overview
People
Permissions
Content
Reports
Visit Community
Sign out
People
Search Users
Add Users
Global Profile Settings
Directory Server
Single Sign-On
User Registration
Password Reset
Org Chart
Locale and Language
Global Profile Settings
To get started, select the type for this profile field.
Choose Field Type *
Y/N
Boolean
Example: Yes/No or True/False
Single Select List
A list of options where only one option can be selected.
Date
Example: 10/22/1988
Text Field
One or two sentences of text.



Once the profile field is added, the values must be populated for the users in the community before the features in the integration will function properly. This can be done manually or through any form of automation, such as User Sync.

Installing Microsoft Teams Add-on

Microsoft Teams Add-on is an add-on that is installed from the Add-ons page. The add-on also must be signed.

Fastpath: User interface: Your avatar > **Add-ons**

A user must have at least Manage System permissions to install add-ons.

Attention: This add-on requires connectivity to Jive Cloud Shared Services.

Installing from a package

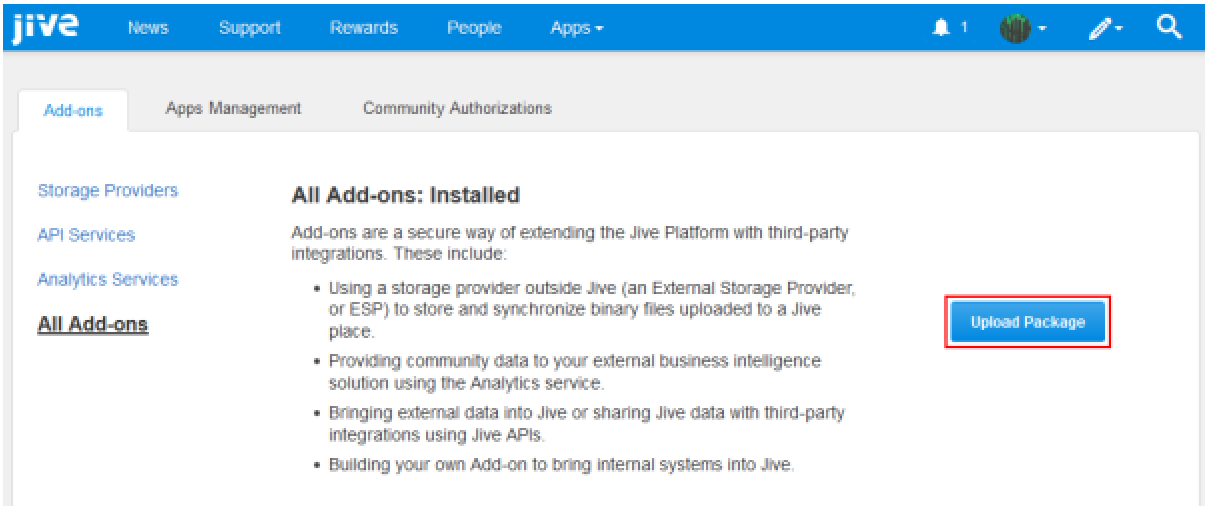
To install Microsoft Teams Add-on from a zipped package:

1. Unzip the provided add-on archive.
2. Open the `definition.json` file and copy the **id** field from the file.

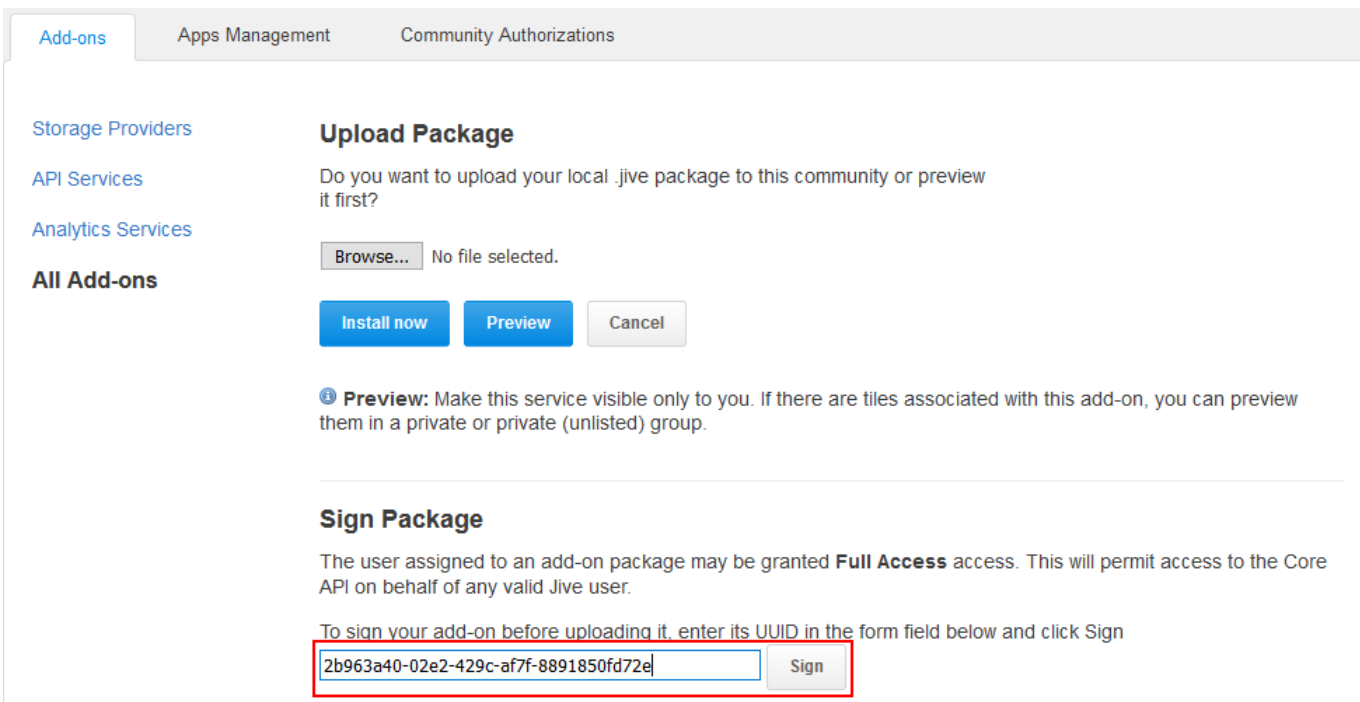
meta.json

```
{
  "package_version": "1.0",
  "id": "2b963a40-02e2-429c-af7f-8891850fd72e",
  "type": "client-app",
  "name": "Microsoft Teams",
  "description": "Enables integration with Microsoft Teams for
  group communication",
  "version": "1.0.4",
  "minimum_version": "0090500000",
  "icon_16": "extension-16.png",
  "icon_48": "extension-48.png",
  "icon_128": "extension-128.png",
  "released_on": "2021-02-09T10:59:29.029Z",
  "service_url": "tenancy://jive!services.chats.serviceURL",
  "register_url": "%serviceURL%/jive/register",
  "unregister_url": "%serviceURL%/jive/unregister",
  "redirect_url": "%serviceURL%",
  "config_url":
  "/public/addon/index.html?features=jq-1.11,core-v3,tile"
}
```

3. Go to the **Add-ons** page: In the user interface, click on your avatar in the upper-right corner, and then select **Add-ons**.
4. On the **Add-ons** tab, select **All Add-ons** on the right, and then click **Ctrl+Upload Package** (Windows) or **CMD+Upload Package** (MAC) that the add-on package can be signed.



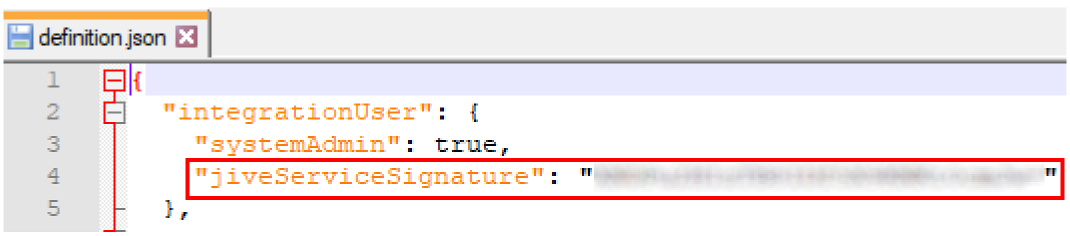
5. Paste the add-on ID you've copied in Step Step 2 on page 262 into the sign package field and then click **Sign**.



6. Copy the generated signature string.

7. Open the unzipped add-on folder from Step Step 1 on page 262. Open the `definition.json` and paste the signature string at the following line:

   `"jiveServiceSignature": "<<< replace me >>>"`



8. Save the `definition.json` file.
9. Compress all the files contained in this folder into a ZIP archive (including the updated `definition.json`) and name the archive.

Attention: The archive must have exactly the same name and structure as the original folder.

---

10. Go back to the Jive **Add-ons** page and, if you closed the page, click **Upload Package**.
11. On the **Upload Package** page, choose the newly compressed package file and then click **Install Now**.
12. To verify that the add-on is installed, go to the **Add-ons** tab, then select **All Add-ons** > **Installed**, and find the add-on in the list.

The Microsoft Teams Add-on is installed. Now you need to configure the add-on, as described in Designating a profile field to be used by Microsoft Teams on page 265.

Designating a profile field to be used by Microsoft Teams

Add the profile field you decided to use to the Microsoft Teams Add-on configuration.

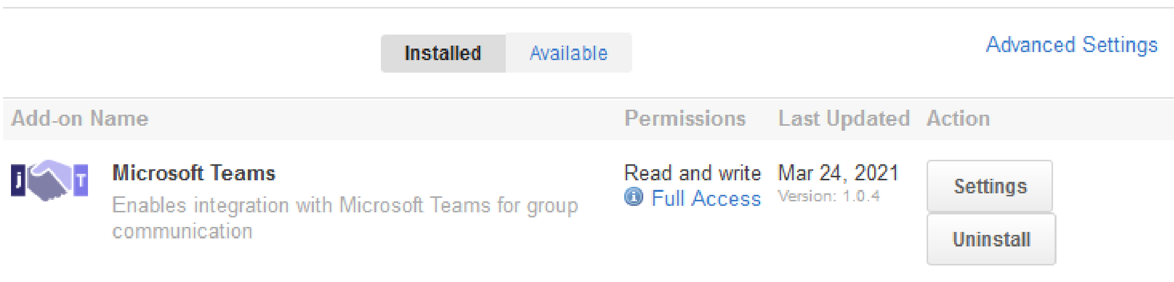
Fastpath: User interface: Your avatar > Add-ons

A user must have at least Manage System permissions to configure add-ons.

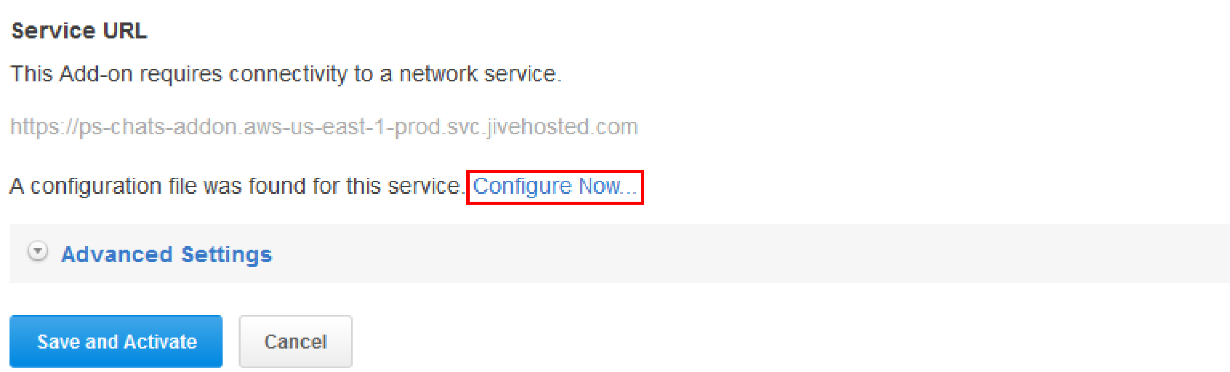
To designate a profile field to be used by the Microsoft Teams add-on:

1. Go to **User interface: Your avatar > Add-ons > All Add-ons > Installed** .
2. Find **Microsoft Teams** in the list, click **Settings** .

   Figure 41: Microsoft Teams add-on settings

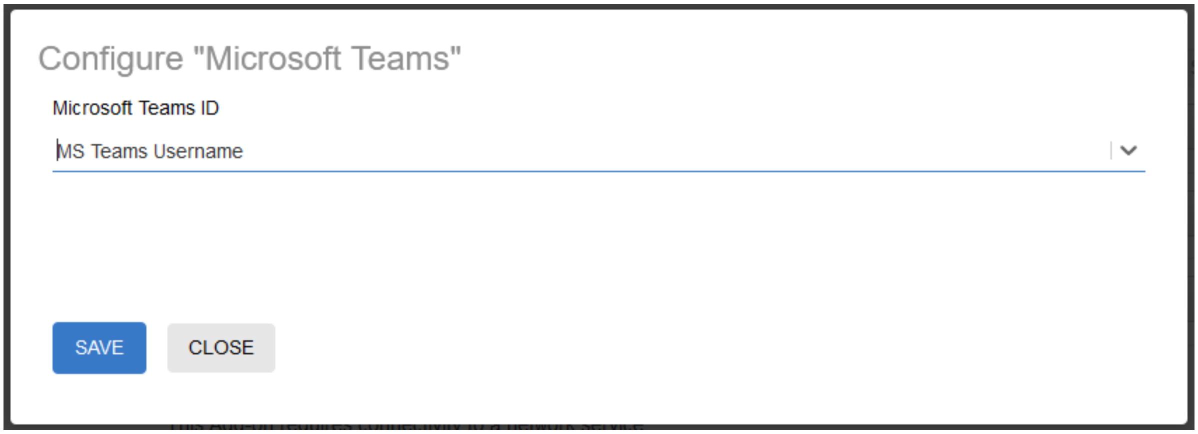
   

3. Click **Configure Now**.

4. In the **Configure "Microsoft Teams"** dialog box, select the field that is used to keep the Microsoft Teams username.

   This can be a specially created field or one of the existing fields. For this example, we are using a newly created field:



5. Click **Save** to save the selection, and then click **Close** to close the dialog box.
6. Click **Save and Activate** to apply the changes.

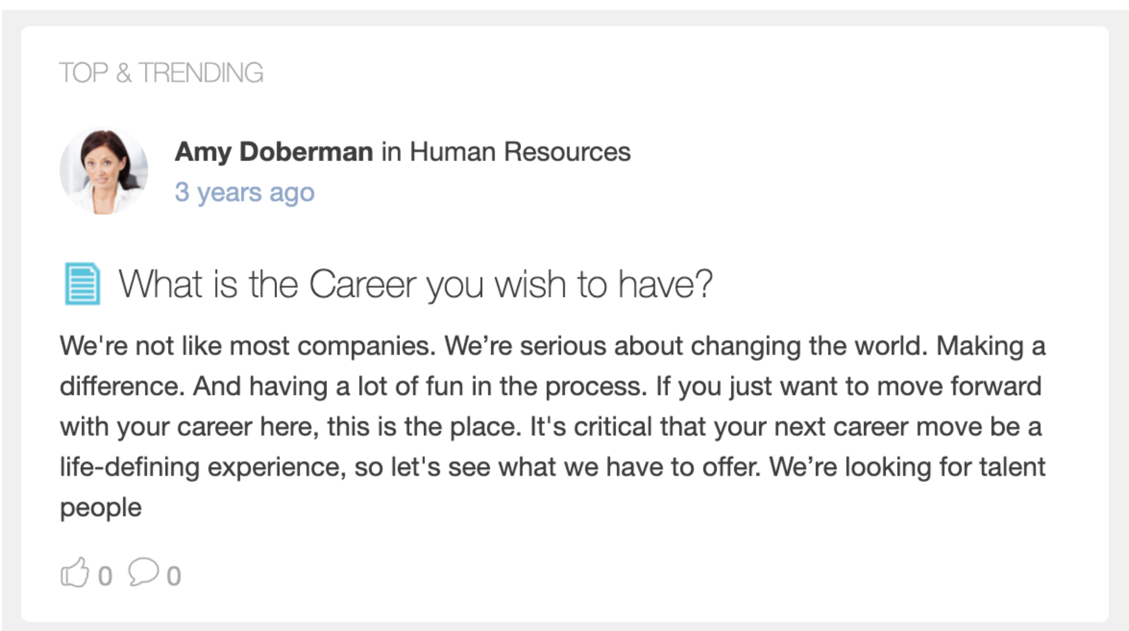
Testing Teams Chat

Once a profile field is designated, you can test the Teams Chat functionality.

To see how Teams Chat works, you need to have a user account populated with the Microsoft Teams account – a *Teams User* account.

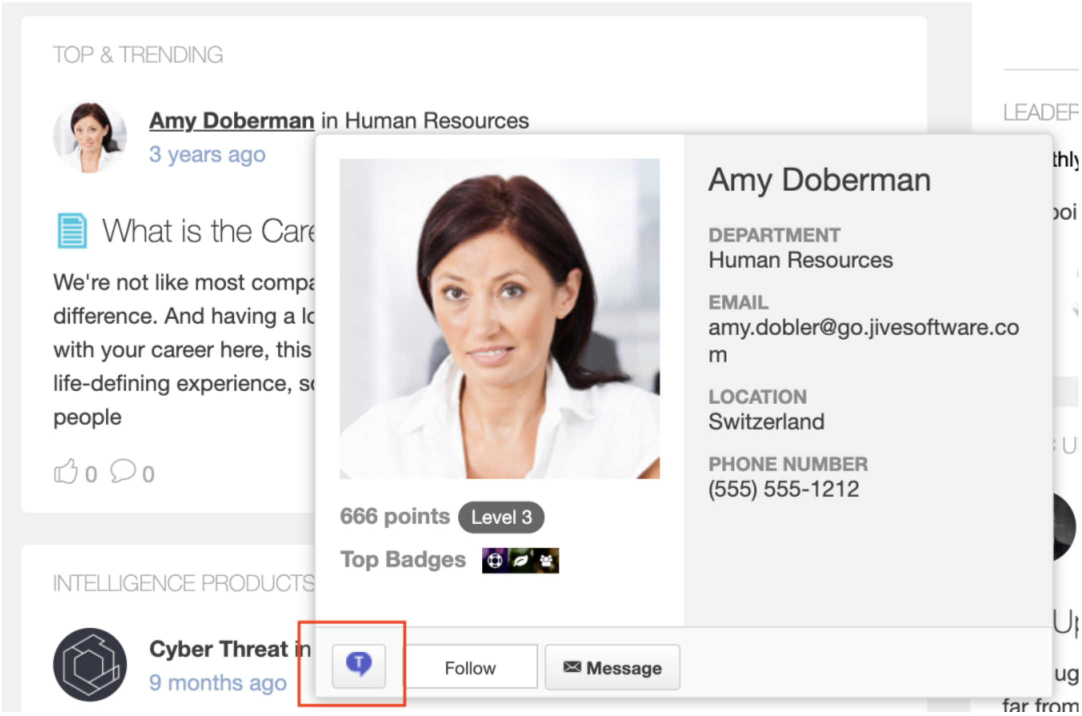
1. Go to any location where you can see a link to the Teams User profile: content item or comment posted by the Teams User, or a notification on the Activity or News page about the actions of this user.

   For example, Amy Doberman is a Jive user that has a Microsoft Teams username set in her profile.



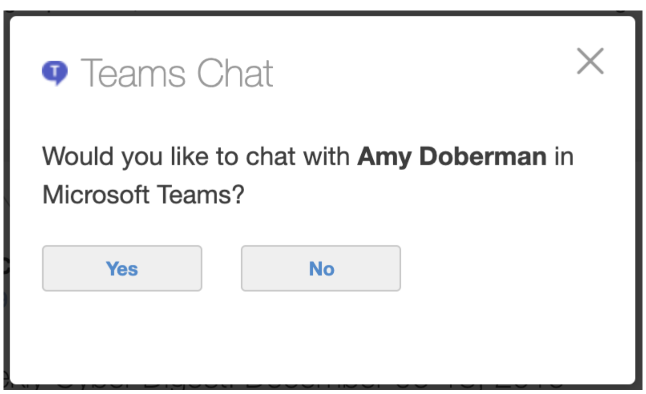
2. Hover over the user's name or avatar until the hover card appears.

A **Teams Chat** button  is added to the hover card.

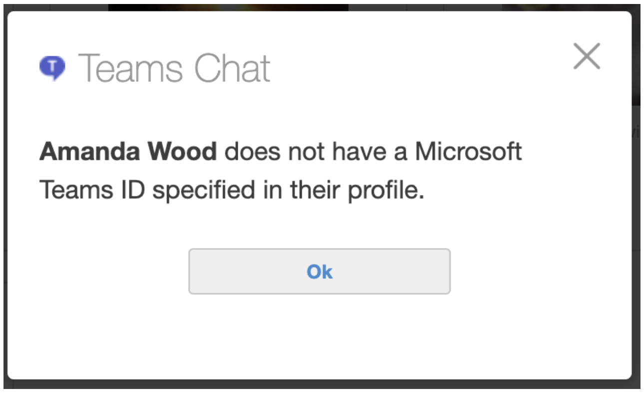


3. Click .

If the user has Microsoft Teams username added, like Amy in this example, this opens the prompt asking whether you would like to chat with the user.



If you try to chat with a user who doesn't have any Microsoft Teams account linked (like with Amanda Wood here), an appropriate notification appears.



4. Click **Yes**.

   A new browser window opens entitled **Join Conversation** that prompts you to either download or launch the desktop Microsoft Teams app or use the web app to start the chat session. Select your preferred option and proceed.

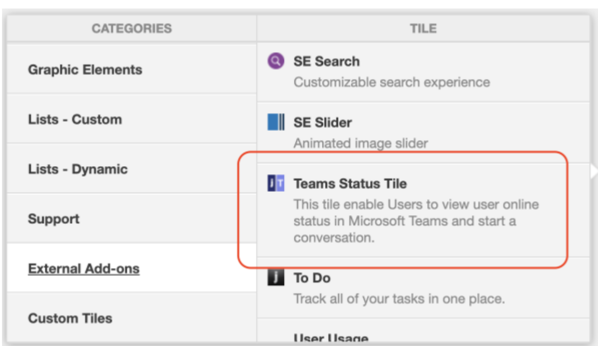
Once Microsoft Teams opens, you can be assured that the add-on is working properly.

Testing Teams Status tile

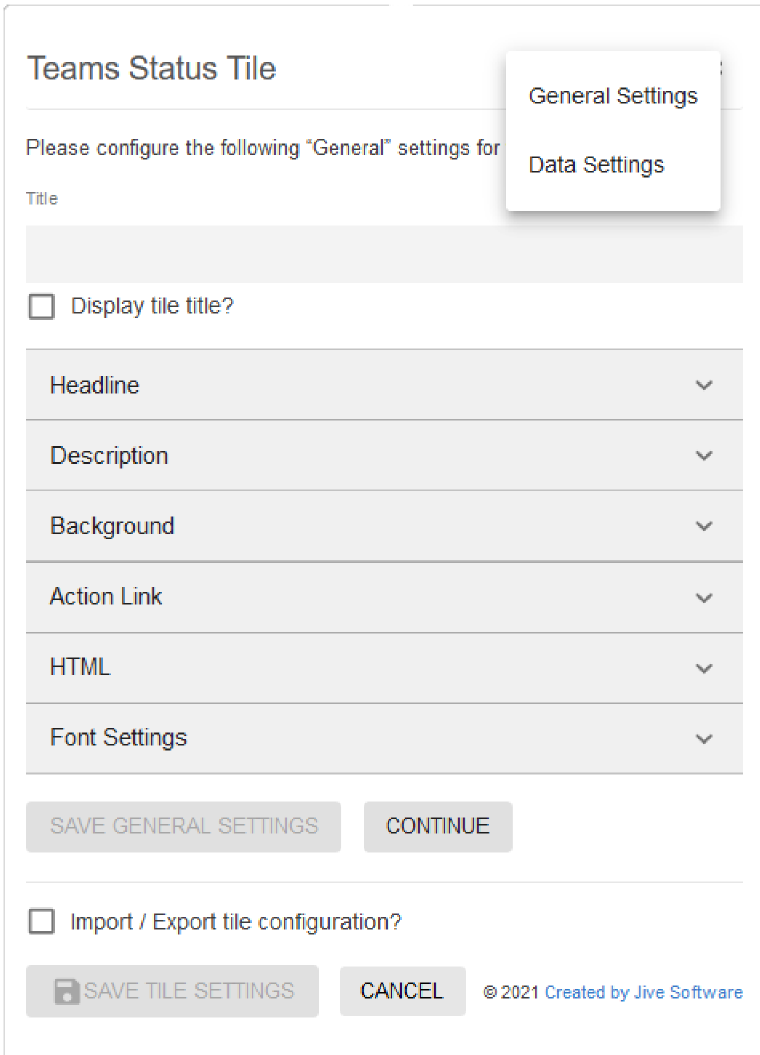
To test the tile, add a new tile with the default settings and verify that it works for the Teams User.

To add the tile to the page:

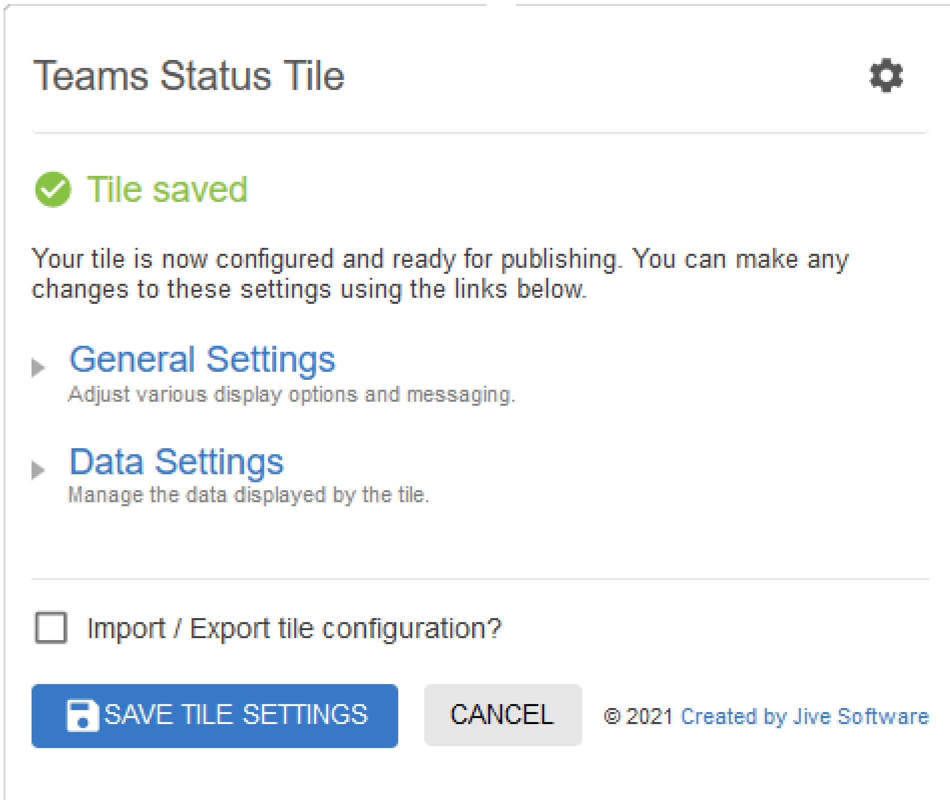
1. Go to a Jive place where you safely add and test a new tile.
2. Open the relevant Activity or Custom page and edit it.
3. Click **Add a tile**.
4. Under **Categories**, select **External Add-ons**, then select **JEP: Teams Status Tile** under **Tiles**.

   The tile is added to the page.

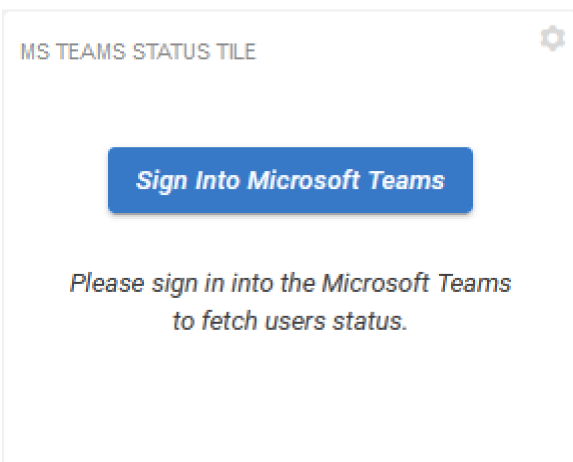


5. Under **General Settings**, in **Title**, specify a title for the tile and select the **Display tile title** check box.
6. Click **Continue**.
7. On the Teams Status Tile screen, click the **Save Tile Settings** button to complete the configuration.



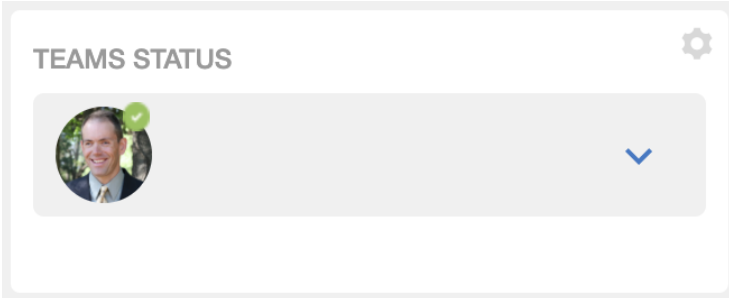
8. Click **Save** at the bottom of the Activity page to save the changes.

   Once the Activity page is saved, the new tile requires signing in to Microsoft Teams:

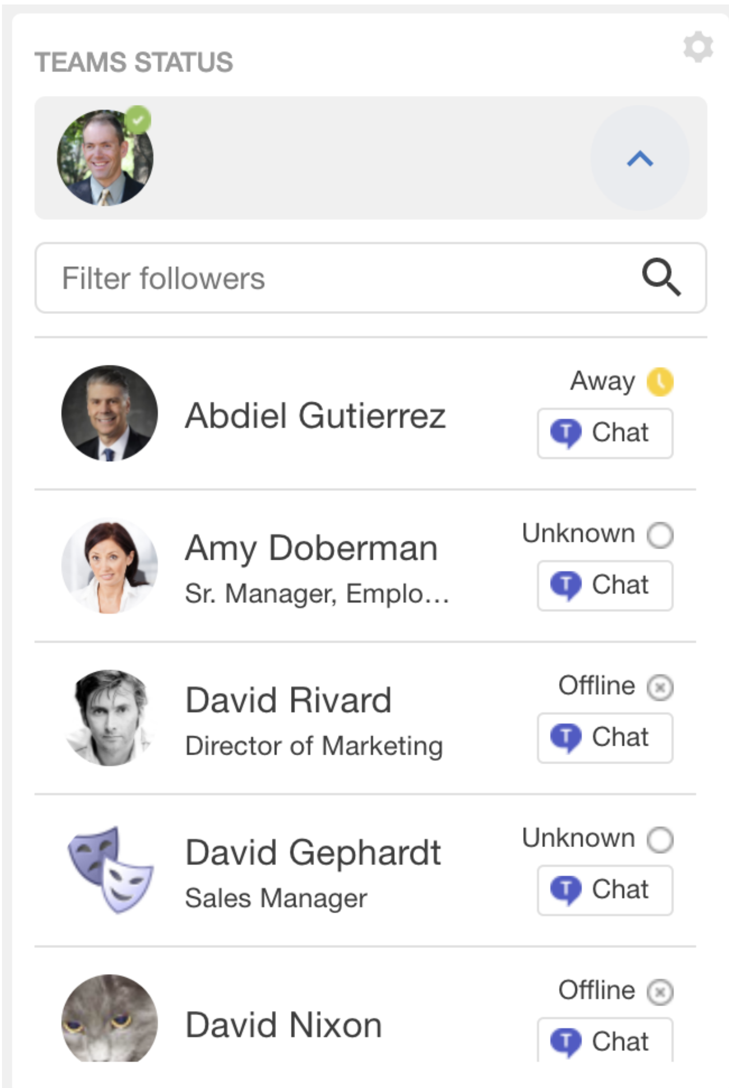


9. Click on the **Sign into Microsoft Teams**.

   If you haven't authenticated recently with Microsoft Teams, you will be asked to enter your credentials. Once the sign in is confirmed, the tile should display your Microsoft Teams status. The header may look differently based on the status of the actual user.



10Click on the down arrow to view the list of users.



11. To make sure the user statuses are accurate, reach out to one or more of the people you see in the list and ask them to update their status in Microsoft Teams. The tile should update within 15 seconds to reflect the update.
    - If a user's status in the list is blank, the user's Microsoft Teams username is likely not set in their profile.
    - If a user's status is **Unknown**, the user may not be configured properly in Microsoft Teams.
12. For any user in the list, click **Chat** on the right. This should initiate a chat session with the user, just like the Teams Chat functionality described in Testing Teams Chat on page 266.

    If the **Chat** button is not shown, the user's Microsoft Teams username is likely not set.

Installing the Jive App for Microsoft Teams

Jive App for Microsoft Teams is installed on Microsoft Teams.

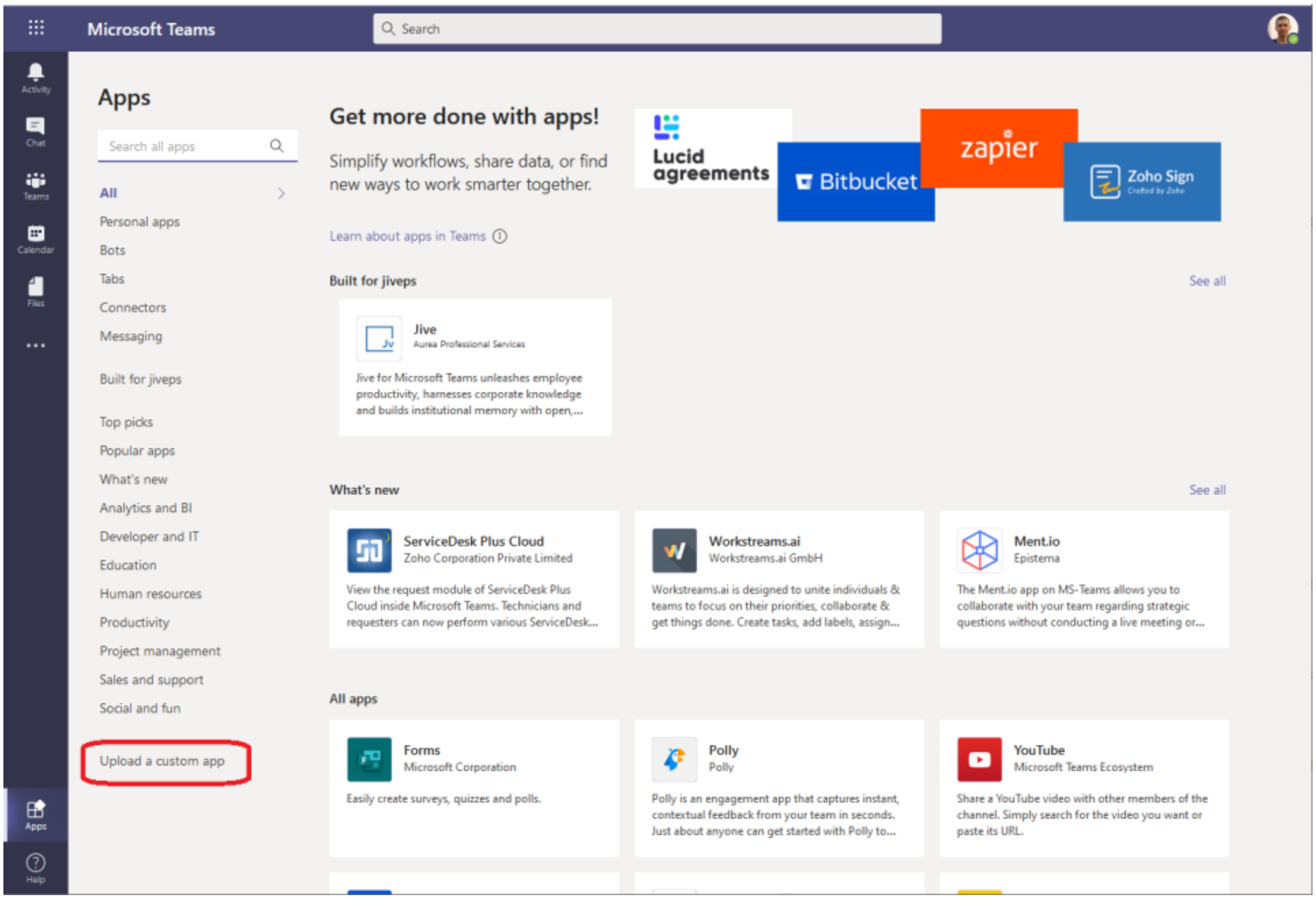
Before installing Jive App for Microsoft Teams on Microsoft Teams, you must do the following:

- Install the Microsoft Teams Add-on, as described in Installing Microsoft Teams Add-on on page 262.
- Test and validate the Teams Status tile on at least one space, as described in Testing Teams Status tile on page 268.

Attention: You must be a Microsoft Teams administrator to install the Jive App for Microsoft Teams.

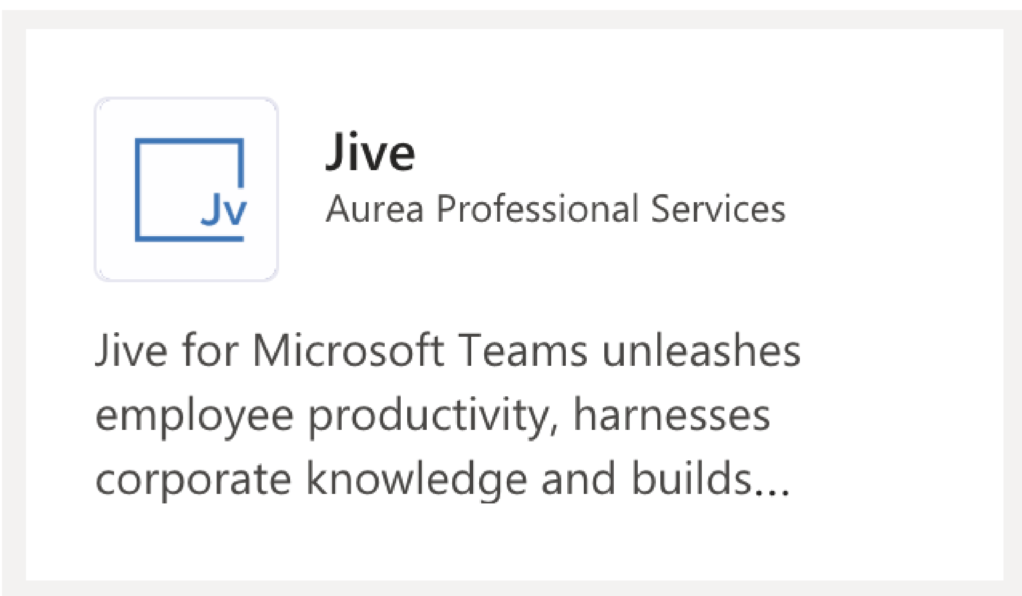
To install Jive App for Microsoft Teams on Microsoft Teams:

1. Open Microsoft Teams and go to **Apps**.
2. Click **Upload a custom app** and select **Upload for <your organization>**.



3. Select the ZIP file you have been provided and click **Open**.

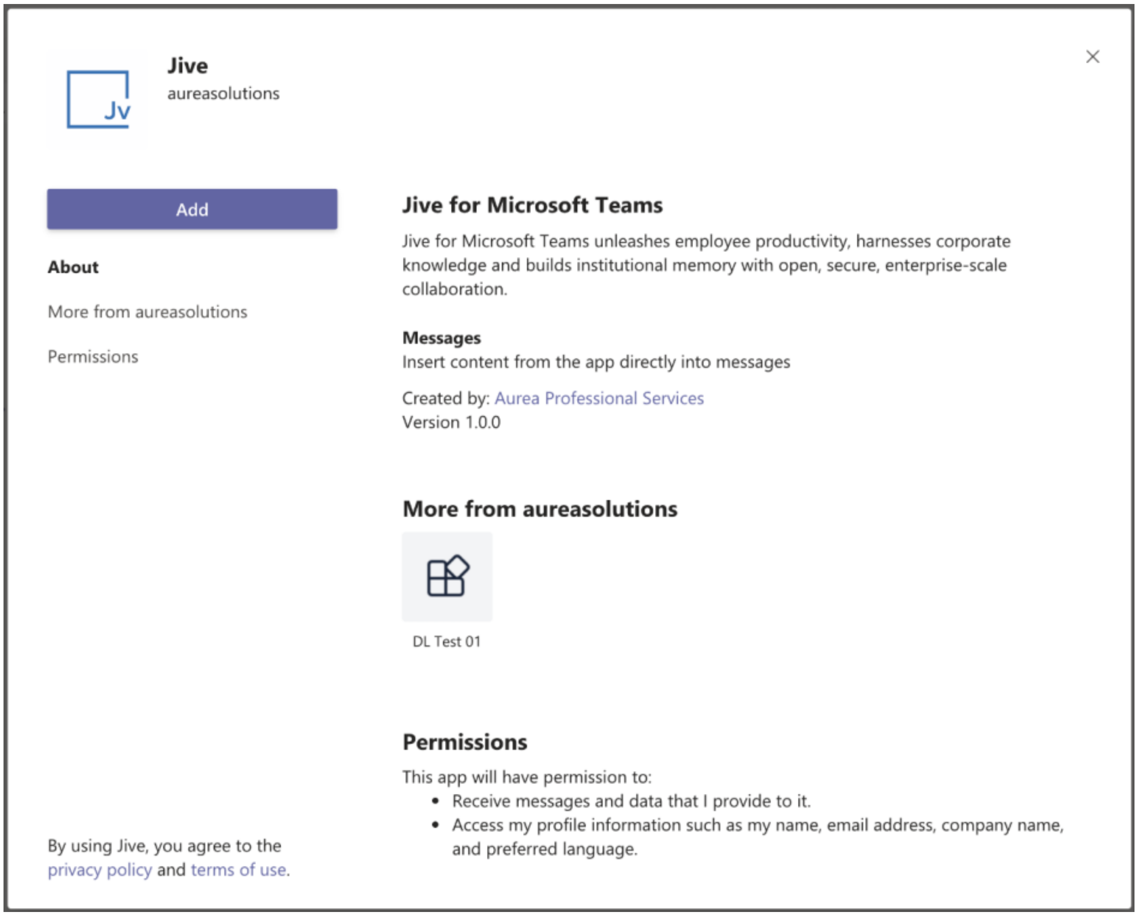
   Wait a few seconds for the app to install. Once the Jive App for Microsoft Teams is installed, it appears in your list of available apps.



Note: Once installed, the app becomes available to all users, but it needs additional configuration before it can be used.

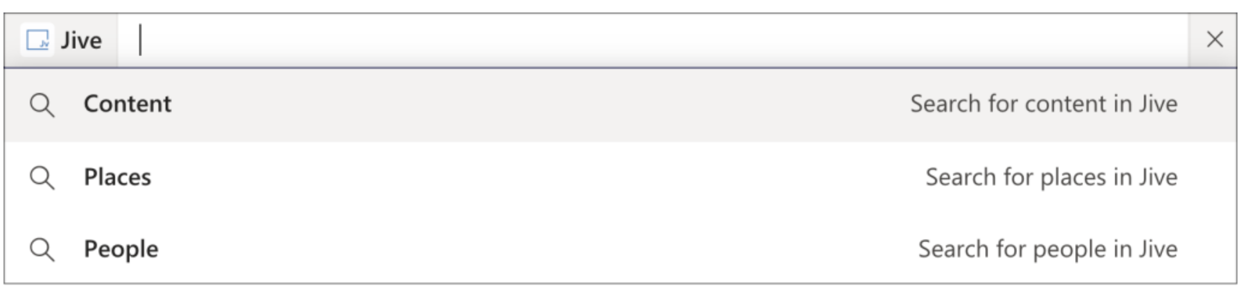
Add the Jive App for Microsoft Teams app to the user's apps list

4. Click on the app tile in Microsoft Teams to open the app details.



5. Click **Add** to 'activate' the app for your user. This is a necessary step for *every* user that wishes to use the app in Microsoft Teams. The installation done in Step Step 3 on page 273 merely makes it *available*.

   Once the app is added, you can test and use the Jive Search.



Testing Jive Search from Jive App for Microsoft Teams

Once you've added the Jive App for Microsoft Teams to your account in Microsoft Teams, you should test the Jive Search capabilities.

To search Jive from Microsoft Teams:

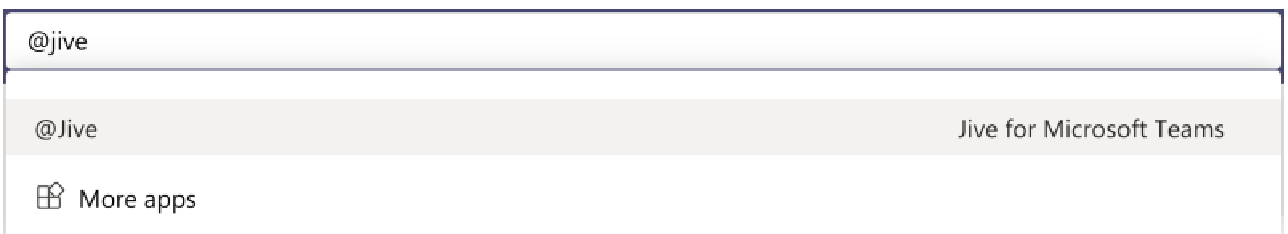
1. Open Microsoft Teams, using either the desktop app or the web interface.

   Signing in to Jive

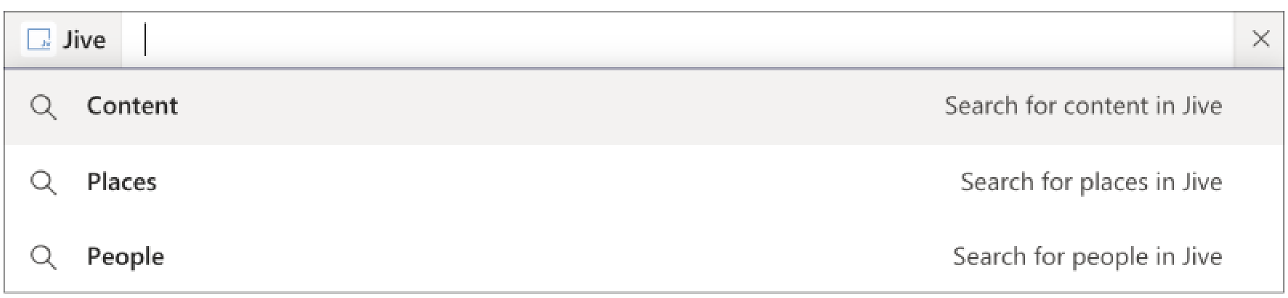
2. On the first use, you will be asked to sign in to Jive. Once this happens, click **sign in** and provide your Jive credentials.

   Searching Jive from the Microsoft Teams search

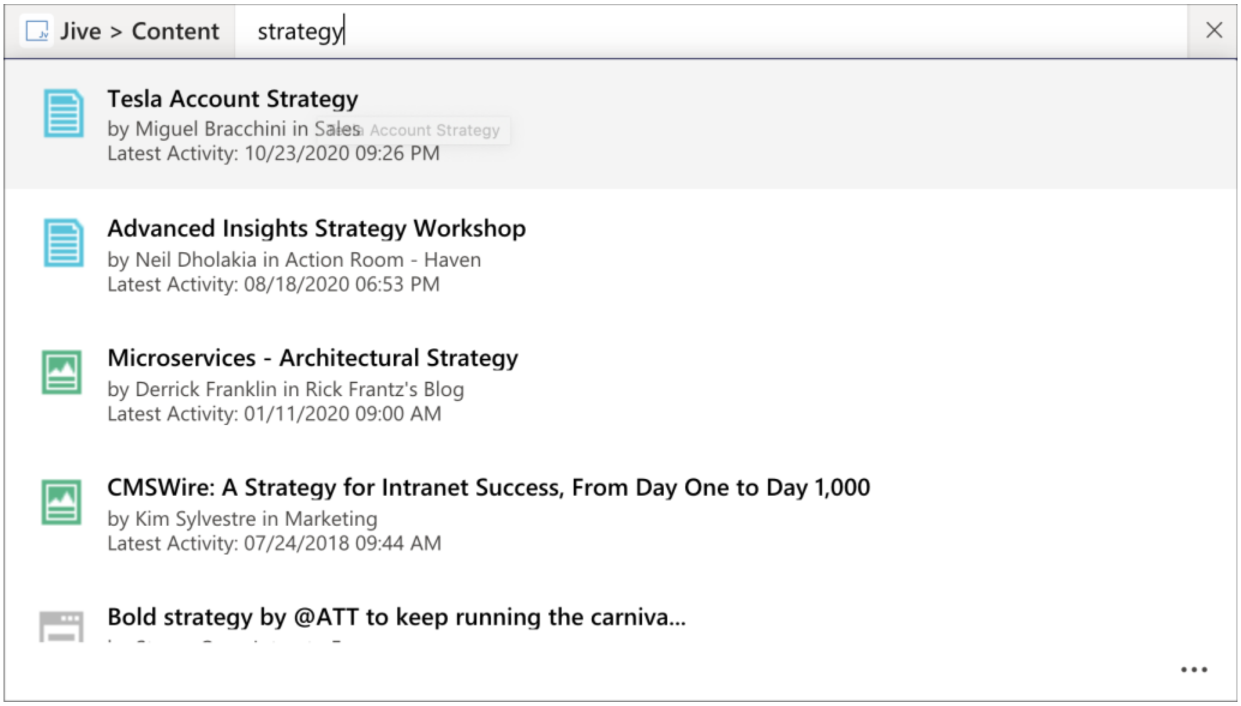
3. Click on the search box at the top of the screen and type `@jive`.



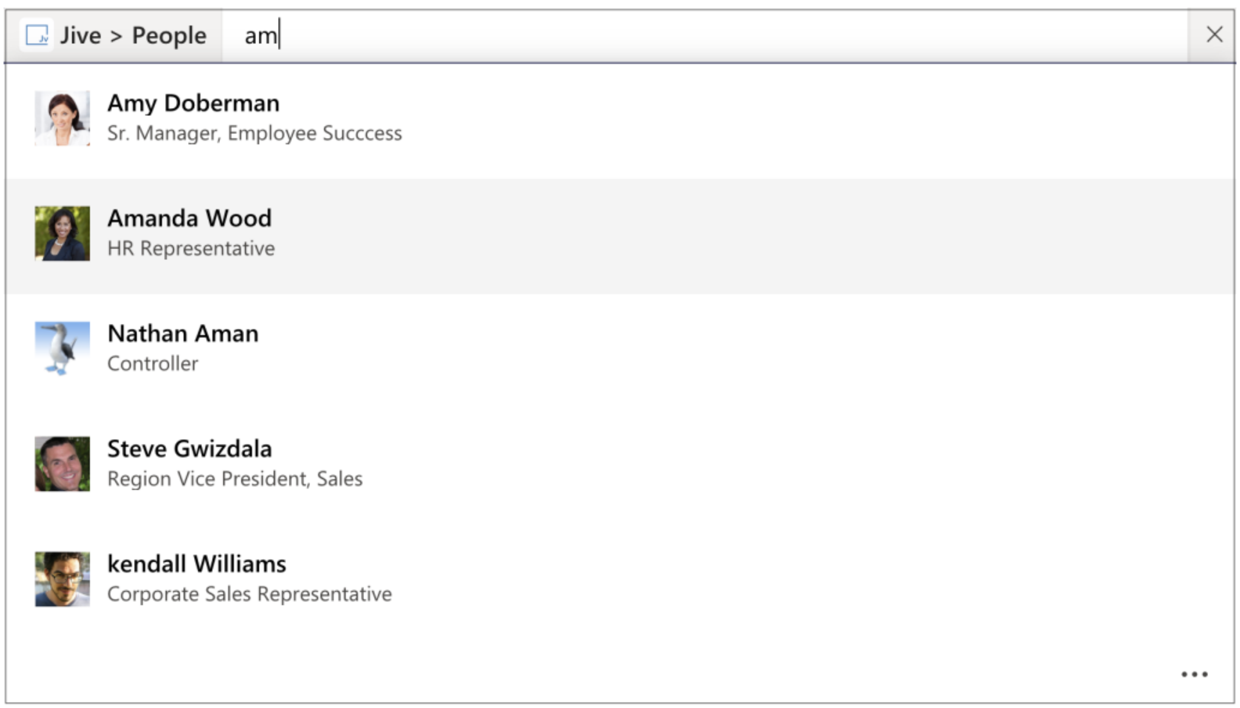
4. Select the **@Jive** option in the list.

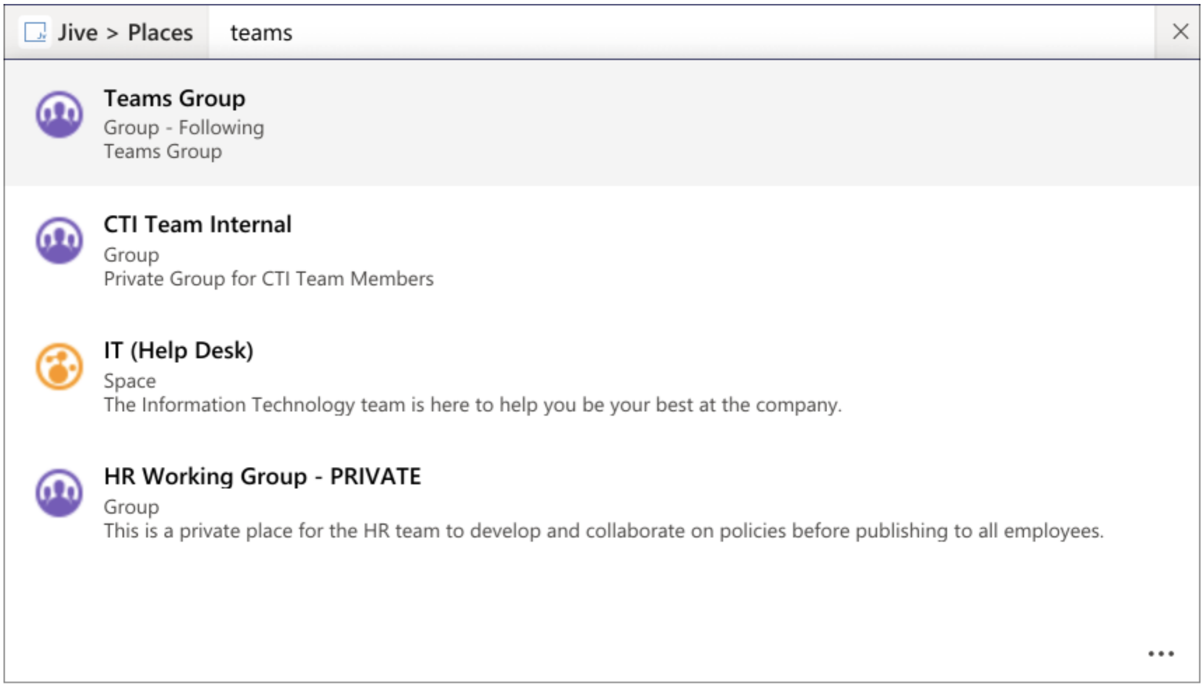


5. Select **Content** in the list and type a phrase that you want to search on.



6. Similar to content, try searching people and places.

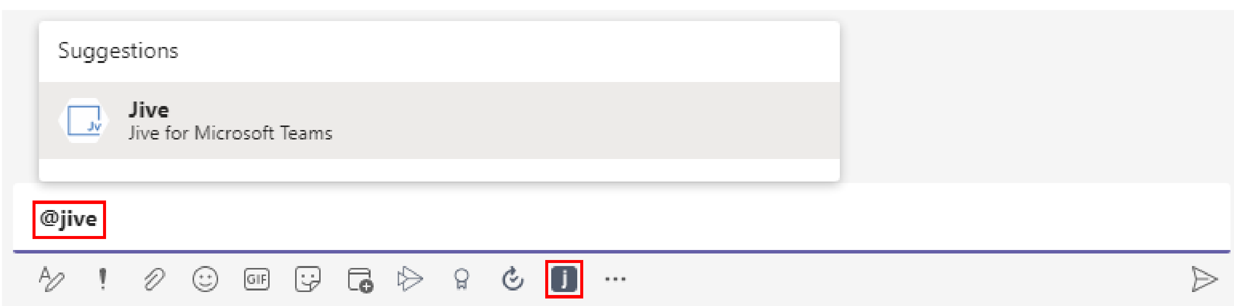




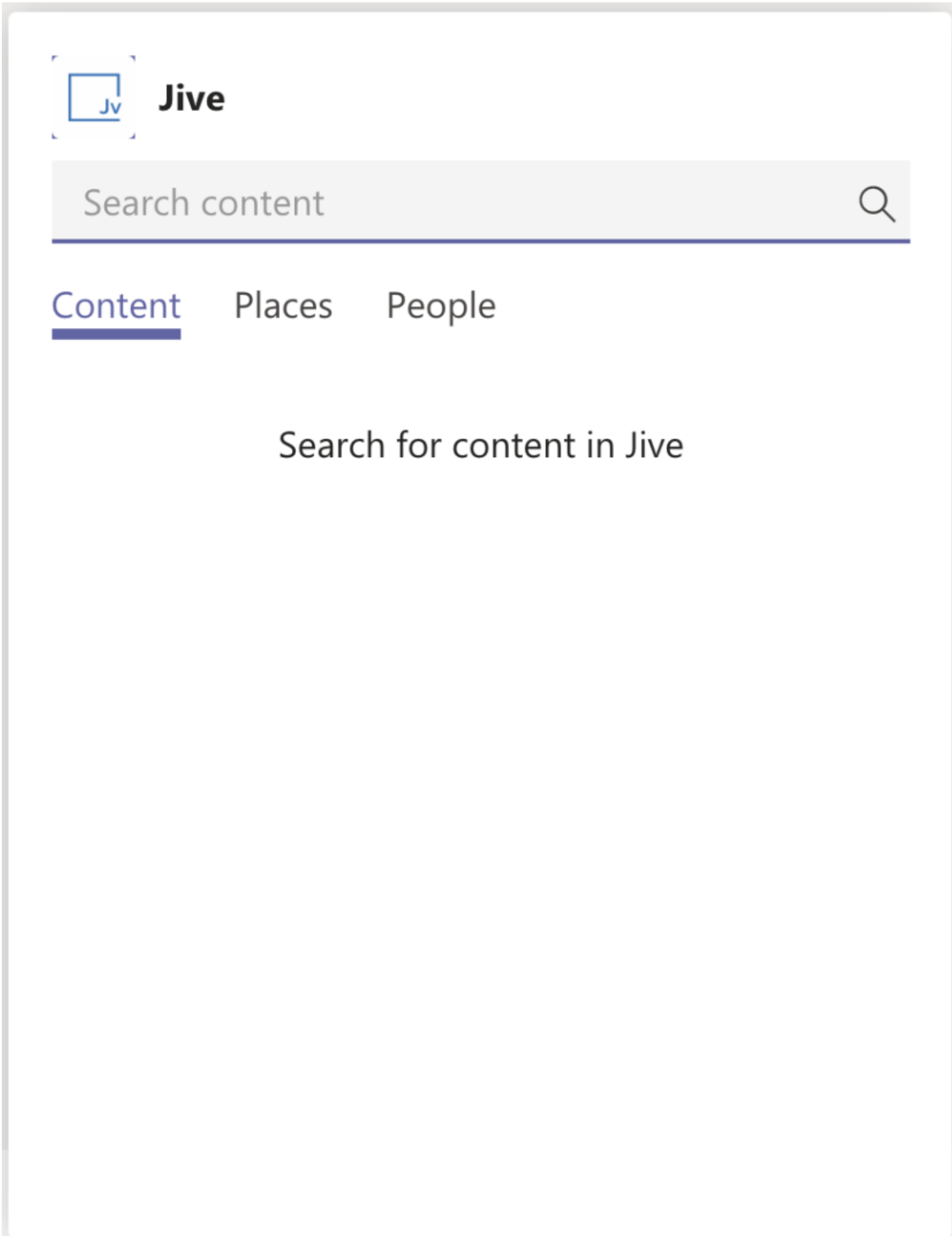
Accessing Jive search from the chat app

7. Go to a chat window in Teams and find the compose message area.

   A **J** icon is added for the Jive App for Microsoft Teams app.

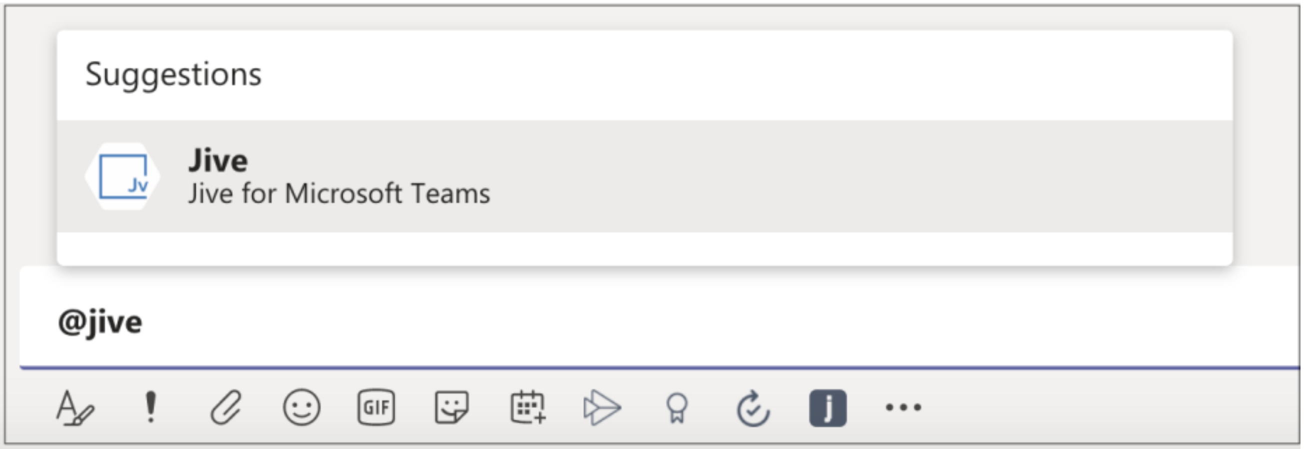


8. Click the **J** icon and try searching Jive content, people, and places similarly to Steps Step 5 on page 275-Step 6 on page 276.

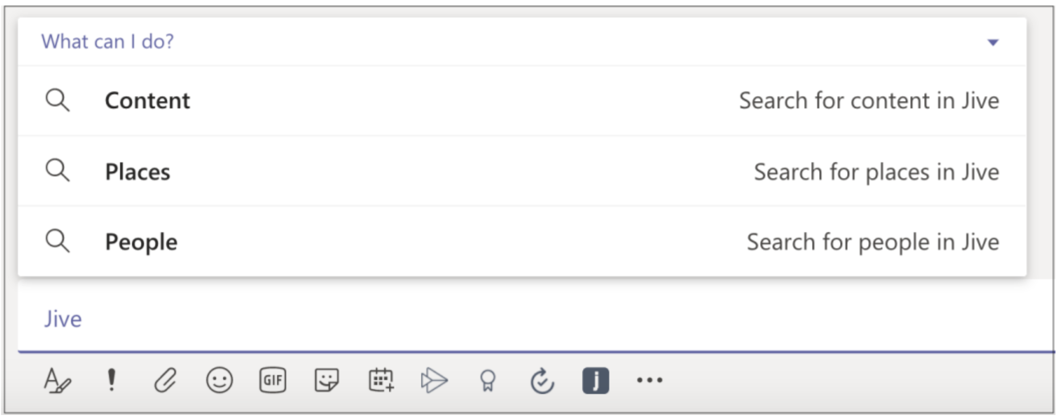


Accessing Jive search when typing a message

9. From the compose message area, type `@Jive` (similarly to Step Step 3 on page 275).



10Select **Jive App for Microsoft Teams** and try searching Jive content, people, and places similarly to Steps Step 5 on page 275-Step 6 on page 276.



Configuring access to Microsoft Teams Add-on

Microsoft Teams Add-on uses user groups for determining access to its features.

Fastpath: Admin Console > Permissions > User Groups

Fastpath: Advanced Admin Console > People > Management > Create User Group

Fastpath: User interface: Your avatar > Add-ons

A user must have at least Manage System permissions to configure add-ons.

Configuring user groups for Microsoft Teams

Here you can find how to add dedicated user groups for the Microsoft Teams add-on.

To configure user groups for the Microsoft Teams add-on:

1. Go to the user group configuration page:
   - **Admin Console > Permissions > User Groups**

- **Advanced Admin Console** > **People** > **Management** > **Create User Group**

2. If required, create a permission group whose members should be able to see and use  on hover cards and in user profiles.
3. If required, create a permission group whose members should be able to use the Teams Status tiles.
4. If required, create a permission group whose members should be able to map a Jive field for the Microsoft Teams.
5. Add the concerned administrators as members to these user groups.
6. Save the changes.

Applying user groups to the Microsoft Teams add-on

Add the preconfigured user group (or groups) to the Microsoft Teams Add-on configuration to allow users of this group to use the add-on.

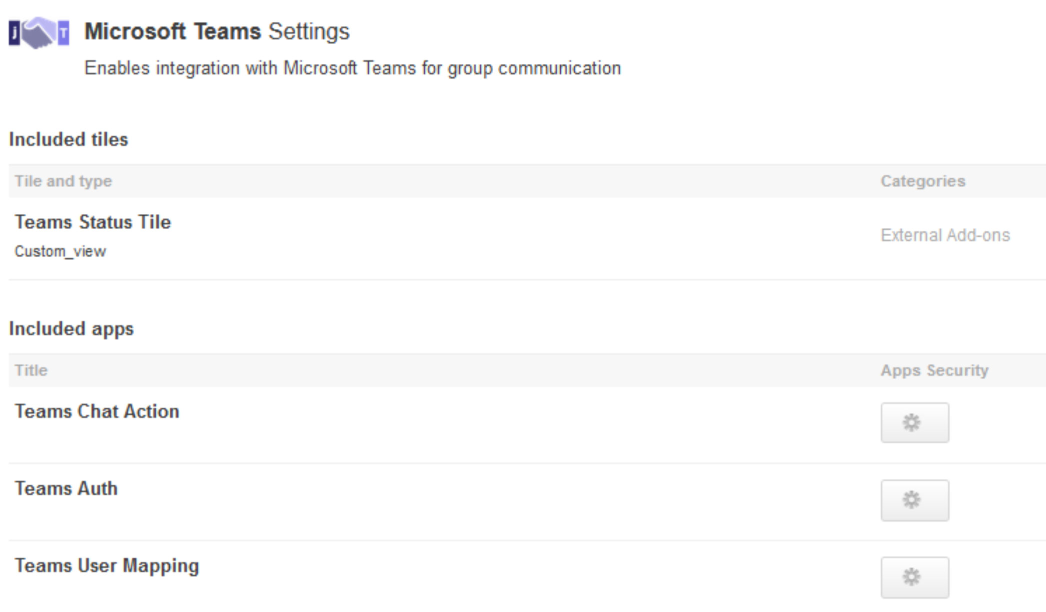
Fastpath: User interface: Your avatar > **Add-ons**

A user must have at least Manage System permissions to configure add-ons.

To configure user groups for the Microsoft Teams add-on:

1. Go to **User interface: Your avatar** > **Add-ons** > **All Add-ons** > **Installed** .
2. Find **Microsoft Teams** in the list, click **the gear icon** > **Settings** .
3. Under **App Security**, click the gear icon next to **Microsoft Teams**.

Figure 42: Microsoft Teams add-on security settings



User groups with access to the add-on features are listed here. By default, the **All registered users** user group are used.

4. If necessary, replace the **All registered users** user group to allow access only to the users of the dedicated groups:
   - Under **Teams Chat Action**, specify the user group whose members should be able to see and use  on hover cards and in user profiles.
   - Under **Teams Auth**, specify the user group whose members should be able to use the Teams Status tiles.
   - Under **Teams User Mapping**, specify the user group whose members should be able to map a Jive field for the Microsoft Teams.
5. Click **Save and Activate** to apply the changes.

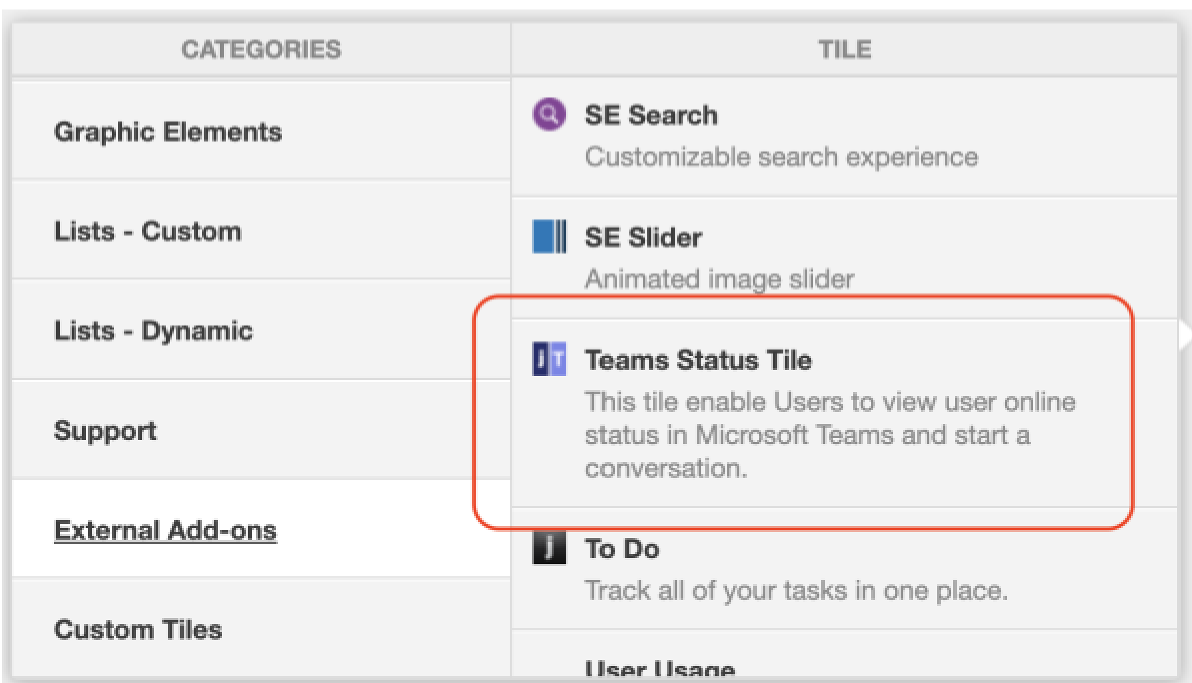
Creating Teams Status tiles

Here you can find details on adding and configuring Teams Status tiles.

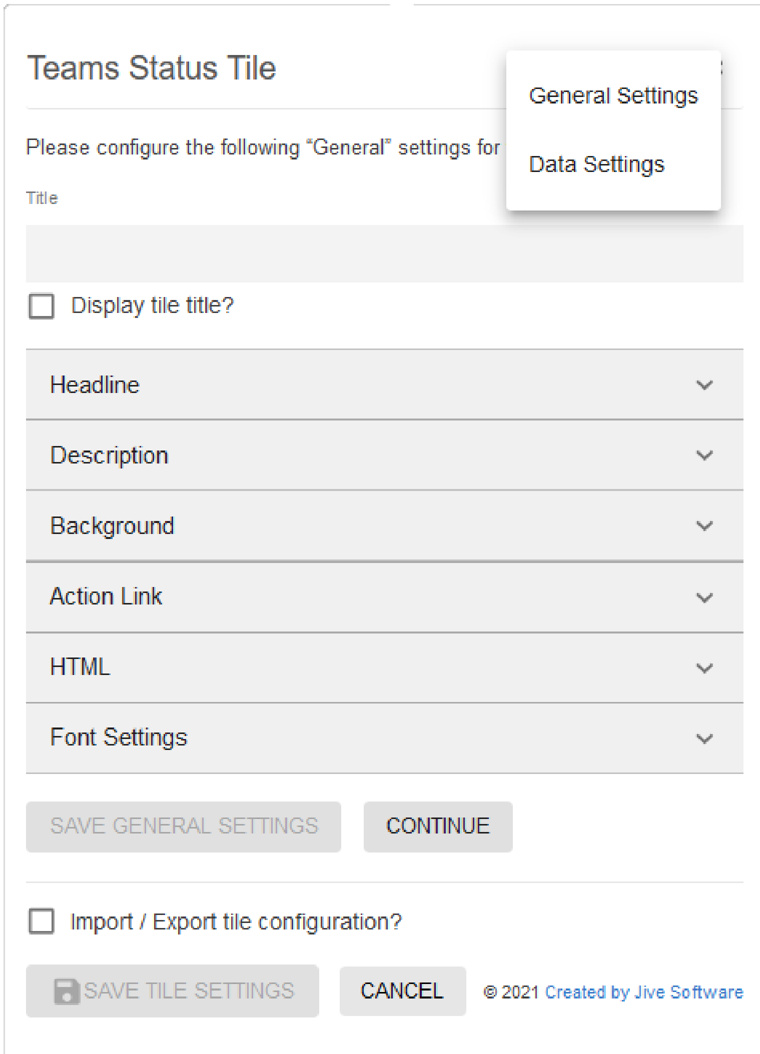
Adding Teams Status tile

To add the tile to the page:

1. Go to the place where you want to add a new tile.
2. Open the relevant Activity or Custom page and edit it.
3. Click **Add a tile**.
4. Under **Categories**, select **External Add-ons**, then select **JEP: Teams Status Tile** under **Tiles**.



The tile is added to the page and you need to configure it. You can configure the tile anew or, if you already have similar tiles, copy the settings from another tile.



Configuring General Settings

To set up general tile settings:

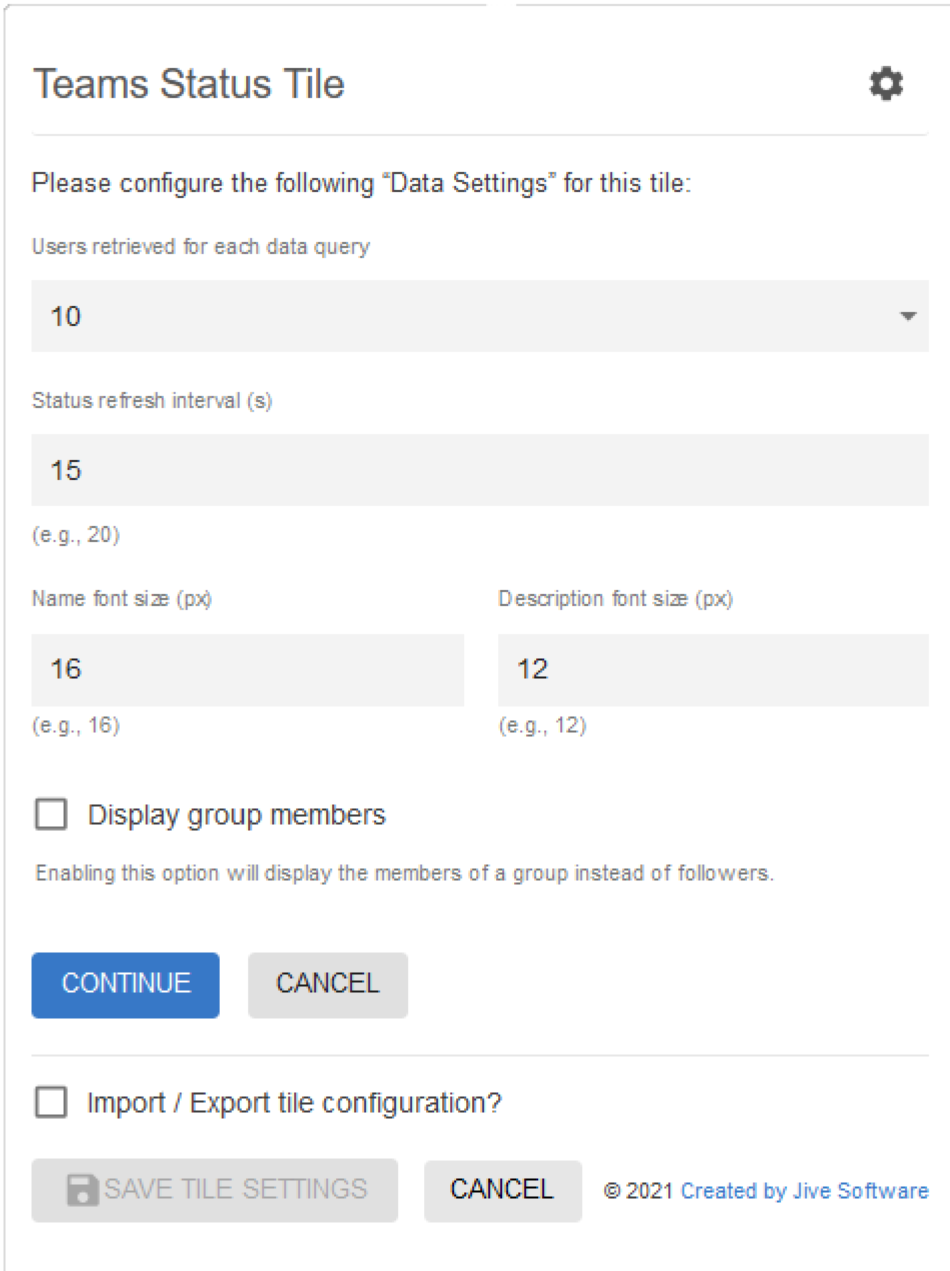
1. Select **Gear Icon** > **General settings** .
2. Configure the general settings. For the detailed instructions, see General Settings of JEP tiles on page 162.
3. Click **Save Tile Settings**.

Configuring Teams Status tile-specific settings

To configure settings specific to Teams Status tiles:

Configuring **Slideshow Settings** of Teams Status tile

1. Click **the gear icon** > **Data Settings** .
2. In **Data Settings**, specify the following details:

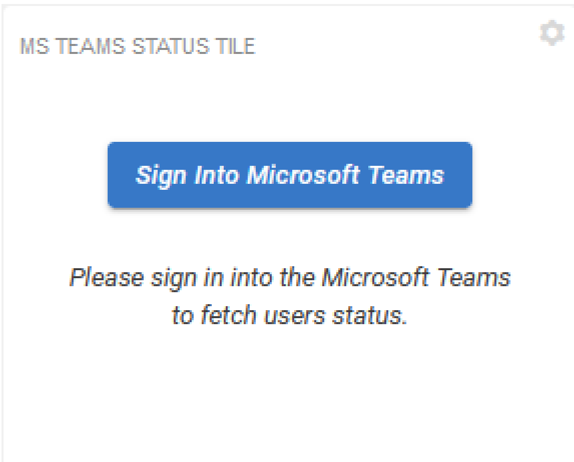


Options	Description
Users retrieved for each data query	The number of Microsoft Teams users to be displayed in the list. Depending on the **Display group members** option, members of the Jive place or followers of the current users are displayed.
Status refresh interval (s)	The refresh rate of the list, in seconds.
Name font size (px)	The font size of the tile title, in px.
Description font size (px)	The font size of the tile description, in px.

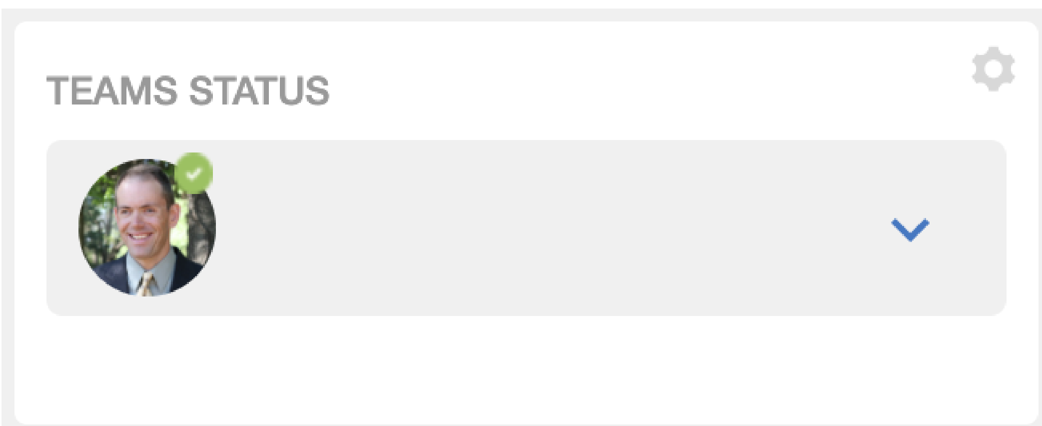
Options	Description
Display group members	For groups, indicates if followers or members of a group are listed in the tile. When cleared, the tile displays group followers; when selected, the tile displays group members. For spaces and projects, the tile always displays followers as these types of places cannot have members.

3. Click **Save Tile Settings**.

The Teams Status tile is configured successfully.



If you haven't authenticated recently with Microsoft Teams, you will be asked to enter your credentials. Once the sign in is confirmed, the tile should display your Microsoft Teams status. The header may look differently based on the status of the actual user.

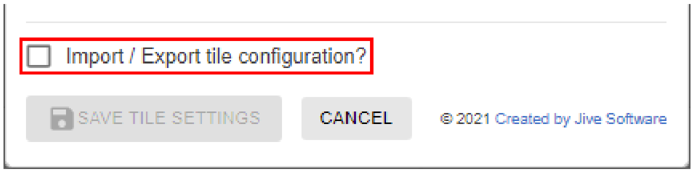


Copying settings from another tile

Use the currently configured settings of a tile in another environment or instance by using the **Import / Export tile configuration?** option.

Note: The Export/Import feature is also a great way to save previous configurations as a backup.

To copy settings from another tile of the same type:



Select **Import / Export tile configuration?** to copy or paste the entire tile configuration to another tile of the same type.

Requirements for the Microsoft Teams connection

To use the connection between Jive and Microsoft Teams, you need to meet the following requirements.

On the Jive side

As a Jive community user, you need to add your Microsoft Teams username to your Jive profile.

To add your Microsoft Teams username to your Jive profile:

1. Open your Jive community.
2. Go to **Avatar** > **Edit Profile** .
3. Find the box that holds the Microsoft Teams username and fill it in.

   It may be named like **MS Teams Username** or similar. If you cannot find this field, contact your Jive community administrator.
4. Click **Finished** to save the profile.

Now you can open chats with other users from Jive and likewise, other users can open a chat with you from Jive.

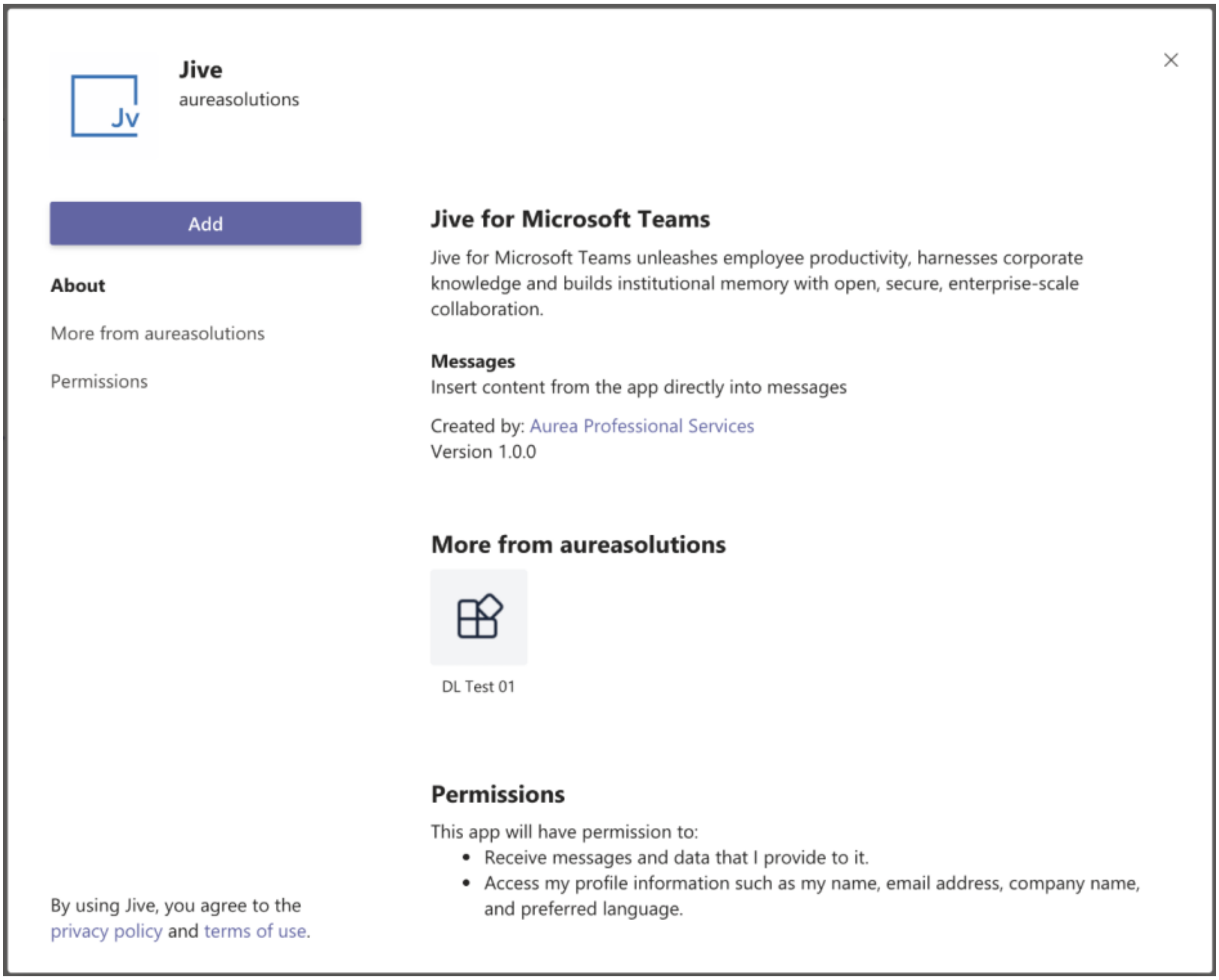
On the Microsoft Teams side

In Microsoft Teams, you need to add the Jive App for Microsoft Teams to the list of your active add-ons.

Use any way comfortable for you to find and install the Jive App for Microsoft Teams to Microsoft Teams. Here you can find one of the available ways – from the left navigation. For other ways and more information on apps in Microsoft Teams, see Add an app to Microsoft Teams article on the Microsoft Support Portal.

To add Jive App for Microsoft Teams to your add-ons list:

1. Open Microsoft Teams.
2. Go to **Apps** on the left of Microsoft Teams, then search for Jive App for Microsoft Teams.



3. Select the Jive App for Microsoft Teams app and, once a description screen opens, click **Add**.

Once you've added the app, you can search and reference Jive content, people, and places directly from Microsoft Teams.

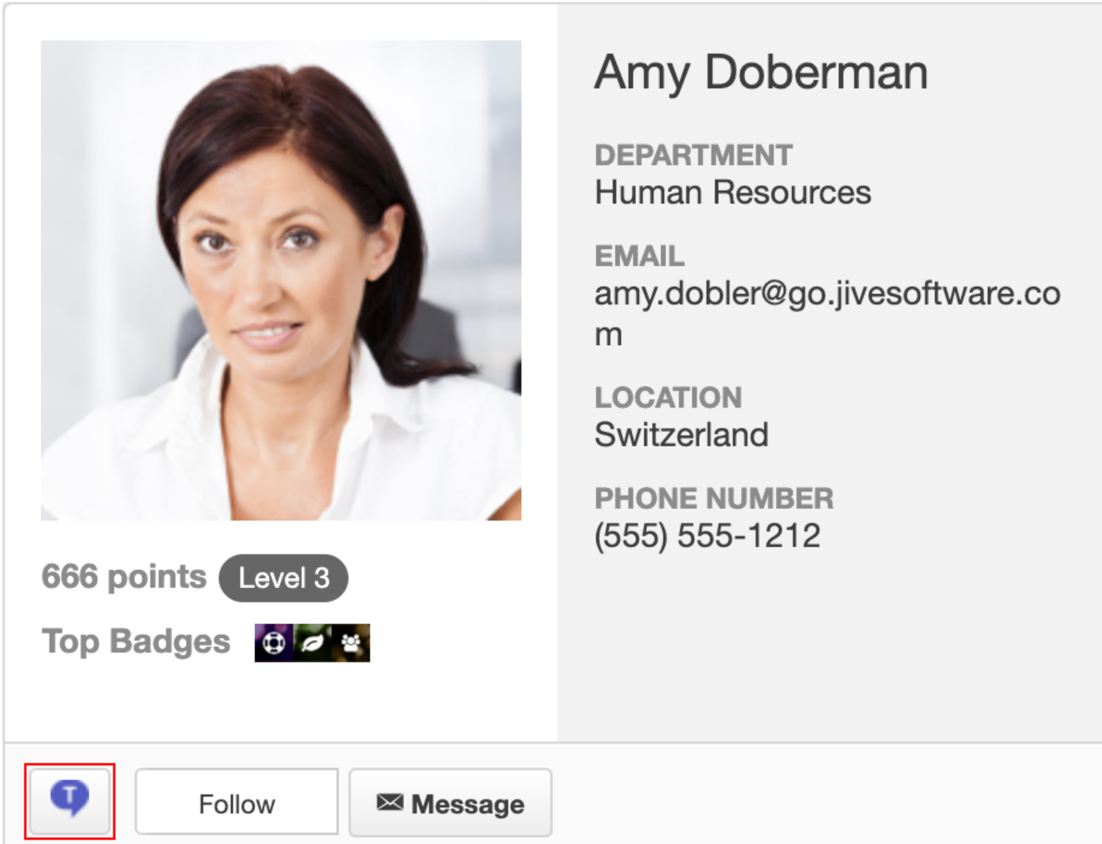
Accessing Microsoft Teams from Jive

From Jive, you can quickly check the user's status in Microsoft Teams from the Teams Status tile and switch to a Microsoft Teams chat from a user's hover card.

If your community manager has enabled the Microsoft Teams connection in your community and you meet the Requirements for the Microsoft Teams connection on page 285, you can see other user's Microsoft Teams on the tile and switch to chats from Jive.

Using

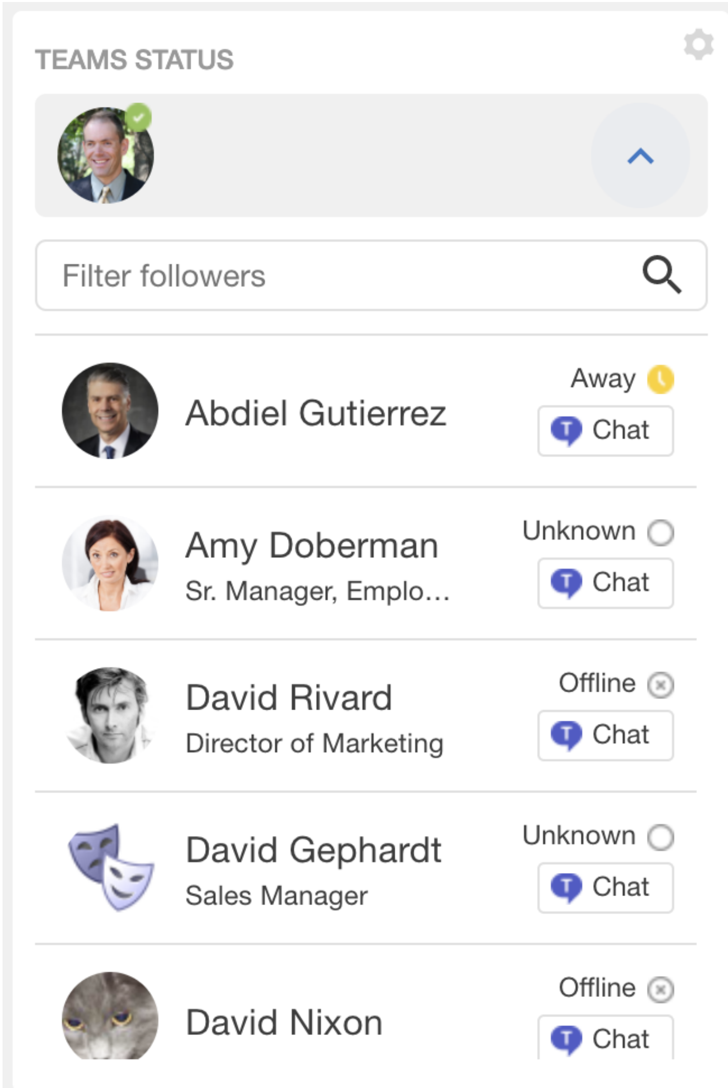
Click from a user's hover card or from the Teams Status tile to switch to Microsoft Teams and start (or continue) a chat with this user.



From the Teams

If a Teams Status tile is added to a place, it shows its followers. For a group, the tile can alternatively show group members (if set so).

Status tiles



- The status is displayed as it is set in Microsoft Teams.
- Clicking  starts (or continues) a chat with this user.
- If a user's status in the list is blank, the user's Microsoft Teams username is likely not set in their profile.
- If a user's status is **Unknown**, the user may not be configured properly in Microsoft Teams.

Note that you may be prompted to sign in to Microsoft Teams if, for example, you've signed out or are logging in from a new device.

Accessing Jive from Microsoft Teams

From Microsoft Teams, you can search and reference Jive content, people, and places.

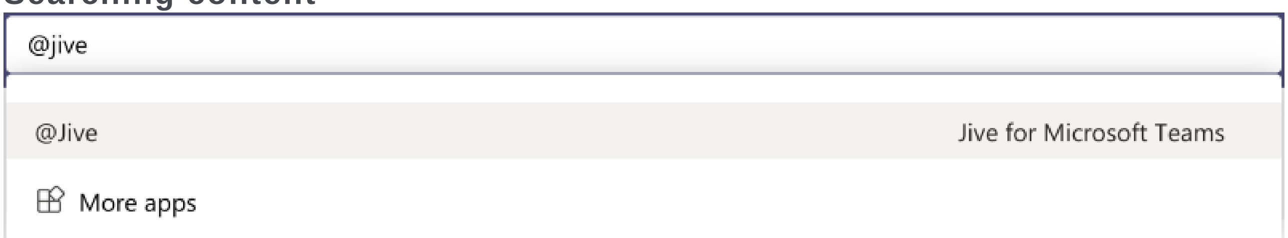
If your Microsoft Teams administrators have installed the Jive App for Microsoft Teams, and you meet the Requirements for the Microsoft Teams connection on page 285, you can search and reference Jive content from Microsoft Teams.

Signing in to Jive

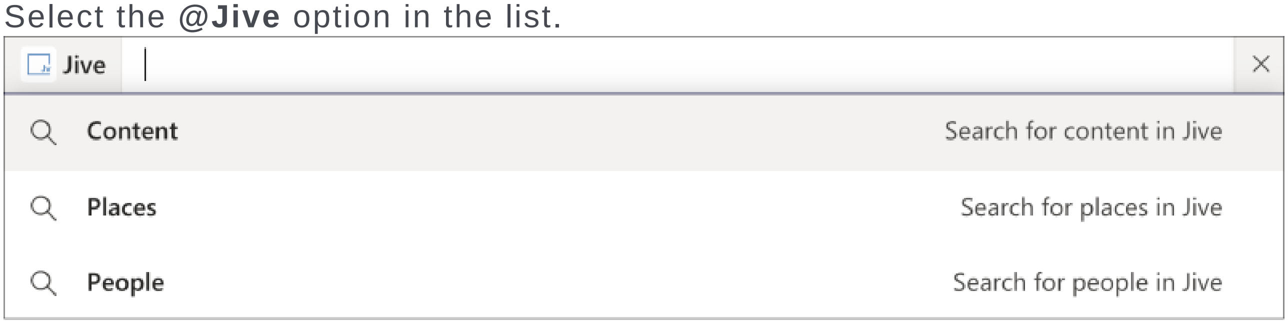
On the first use, you will be prompted to sign in to Jive.

Click **sign in** and provide your Jive credentials.

Searching content



1. Click on the search box at the top of the screen and type `@jive`.
2. Select the **@Jive** option in the list.



3. Select what you want to search for and type the phrase you want to search for.

Similarly, you can search and reference Jive content when you type a message: type `@jive` or click .

Troubleshooting the Microsoft Teams add-on

Here are some tips for troubleshooting the most common questions about the Microsoft Teams add-on.

Teams Status tile does not update user's status

This may be caused by several reasons.

Status is blank	If a user's status in the list is blank, the user's Microsoft Teams username is likely not set in their profile. Check the user's profile settings and verify that the Microsoft Teams username is specified in the designated profile field correctly.
Status is Unknown	If a user's status is **Unknown**, the user may not be configured properly in Microsoft Teams. Check the user's account in Microsoft Teams.
Too long update interval	The data in the tile is updated on schedule. Check **Tile Settings** > **Data Settings** > **Status refresh interval (s)** to make sure the update interval is not too long. The default interval is 15 sec.

The Chat  button is not displayed

If the **Chat** button is not shown, the user's Microsoft Teams username is likely not set. Check the user's profile settings and verify that the Microsoft Teams username is specified in the designated profile field correctly.

@jive is not available in Microsoft Teams

For the Jive search to work:

1. Your company administrators must install the Jive App for Microsoft Teams in Microsoft Teams. For more information, see Setting up the Microsoft Teams Add-on on page 258.
2. You must add the app to your list, as described in On the Microsoft Teams side on page 285.

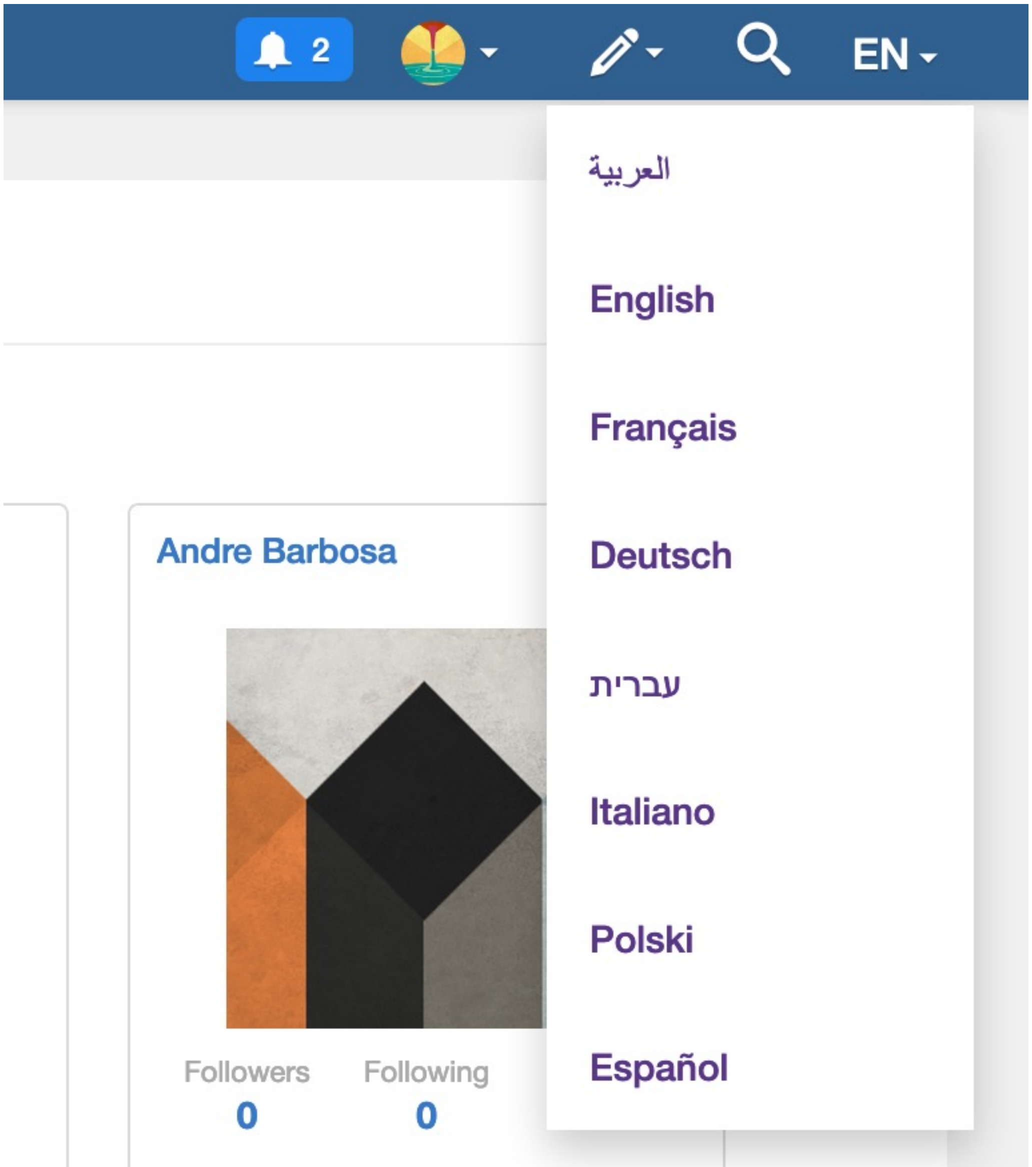
Multiple Languages add-on

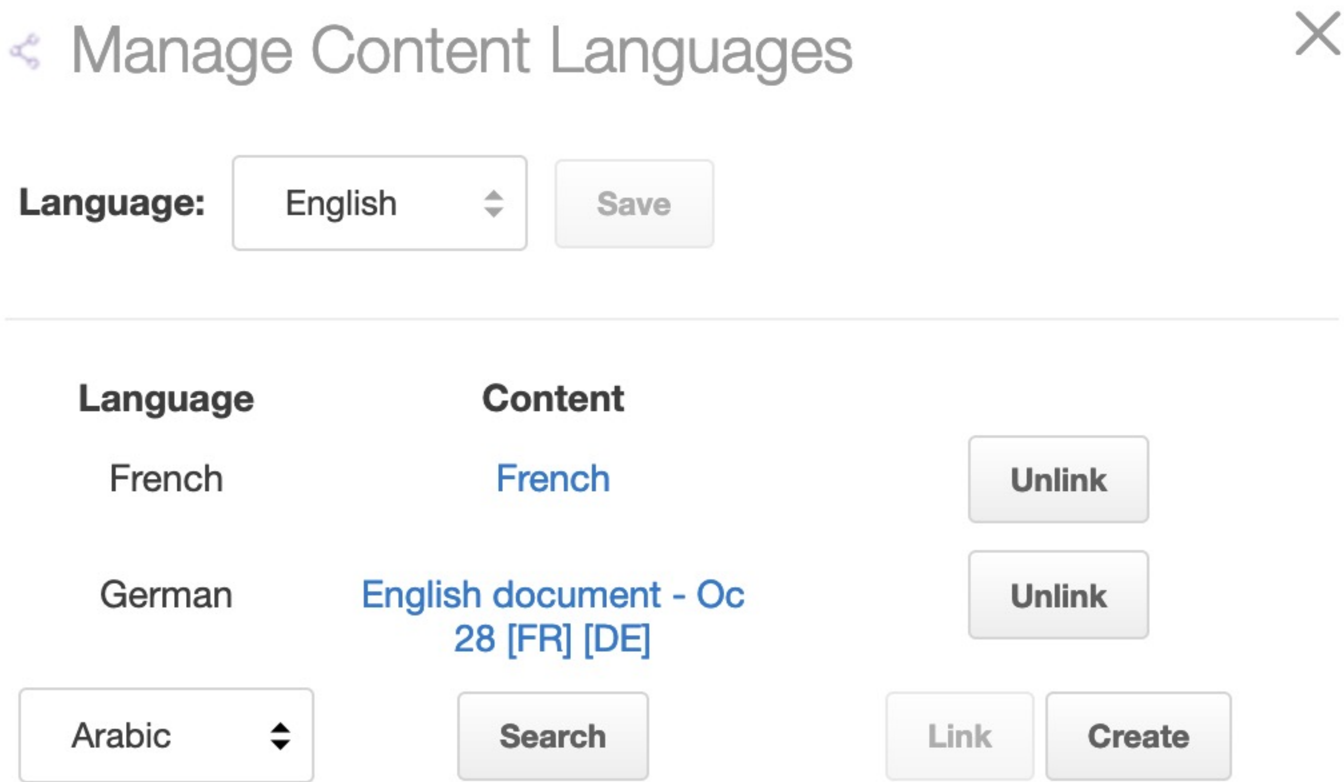
Highly configurable search tile featuring a hero image, type-ahead results, and content type filtering that can be used to query content from multiple places or community-wide.

Multiple Languages add-on:

- Allows piking multiple places
- Allows all content types, people, places
- Has configurable front-end filters

Note: Types of Jive contents excluded by the : Status Updates, Tasks, Messages, and Events.




Manage Content Languages
Language:
English
Save
Language
Content
French
French
Unlink
German
English document - Oc 28 [FR] [DE]
Unlink
Arabic
Search
Link
Create

Installing Multiple Languages Add-on

Open a support with the Support to install this add-on.

Configuring access to the Multiple Languages Add-on

Multiple Languages Add-on is an add-on that uses user groups for determining access.

Fastpath: **Admin Console** > **Permissions** > **User Groups**

Fastpath: **Advanced Admin Console** > **People** > **Management** > **Create User Group**

Fastpath: **User interface: Your avatar** > **Add-ons**

A user must have at least Manage System permissions to configure add-ons.

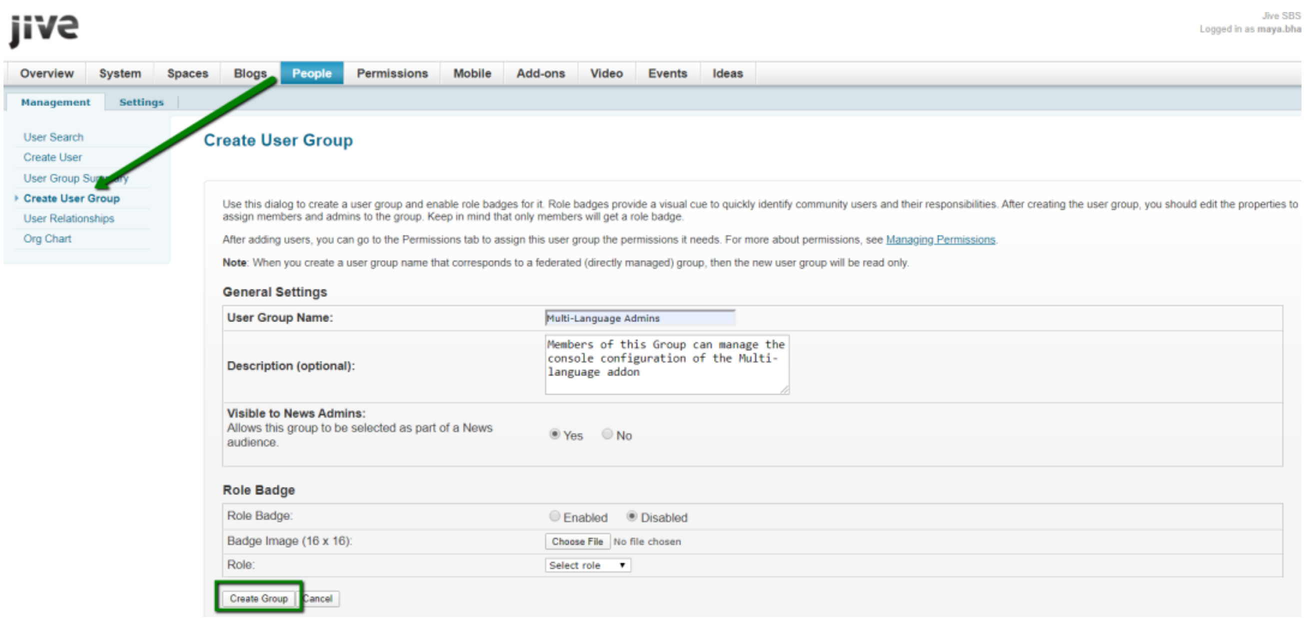
Configuring user groups for Multiple Languages

The Multiple Languages add-on uses user groups to provide secure access to the add-on features.

To configure user groups for the Multiple Languages add-on:

1. Go to the user group configuration page:
   - **Admin Console** > **Permissions** > **User Groups**
   - **Advanced Admin Console** > **People** > **Management** > **Create User Group**
2. Create a permission group whose members should be able to manage changes to the settings of the Multiple Languages Add-on.

   For example, this user group may be called `Multi-Language Admins`.



3. Create a permission group whose members should be able to use the features of the Multiple Languages Add-on.

   For example, this user group may be called `Multi-Language Editors`.
4. Add the concerned administrators as members to these user groups.
5. Save the changes.

Applying user groups to Multiple Languages

Add the preconfigured user group (or groups) to the Multiple Languages Add-on configuration to allow users of this group to use the add-on.

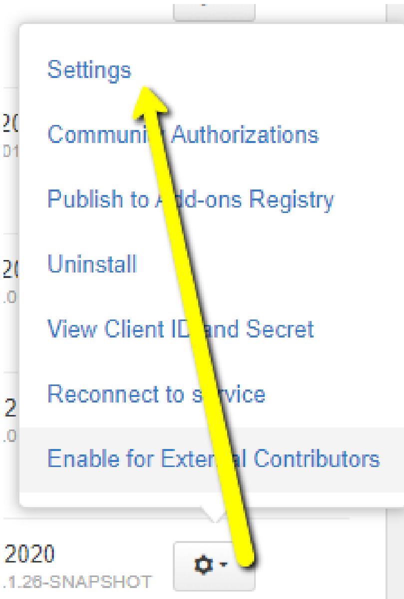
Fastpath: **User interface: Your avatar** > **Add-ons**

A user must have at least Manage System permissions to configure add-ons.

To configure user groups for the Multiple Languages add-on:

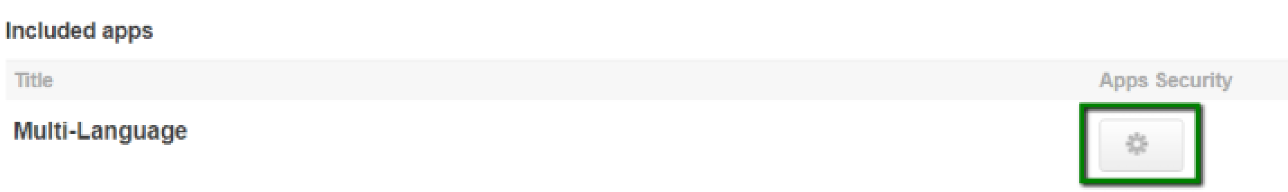
1. Go to **User interface: Your avatar** > **Add-ons** > **All Add-ons** > **Installed** .
2. Find **Multiple Languages** in the list, click **the gear icon** > **Settings** .

   Figure 43: Multiple Languages add-on settings



3. Under **App Security**, click the gear icon next to **Multi-Language**.

   Figure 44: Multiple Languages add-on security settings



   User groups with access to the add-on features are listed here. By default, the **All registered users** user group is used.

4. Remove **All registered users** and add the user groups which should have access to the feature, for configuration and usage.

In this example, we are adding the Multi-Language Admins and Multi-Language Editors user groups.

Figure 45: Configuring user groups for the Multiple Languages add-on

5. Save the changes.

Members of the specified user groups (in this example, Multi-Language Admins and Multi-Language Editors) can now configure and use the Multiple Languages add-on.

Configuring Multiple Languages Add-on

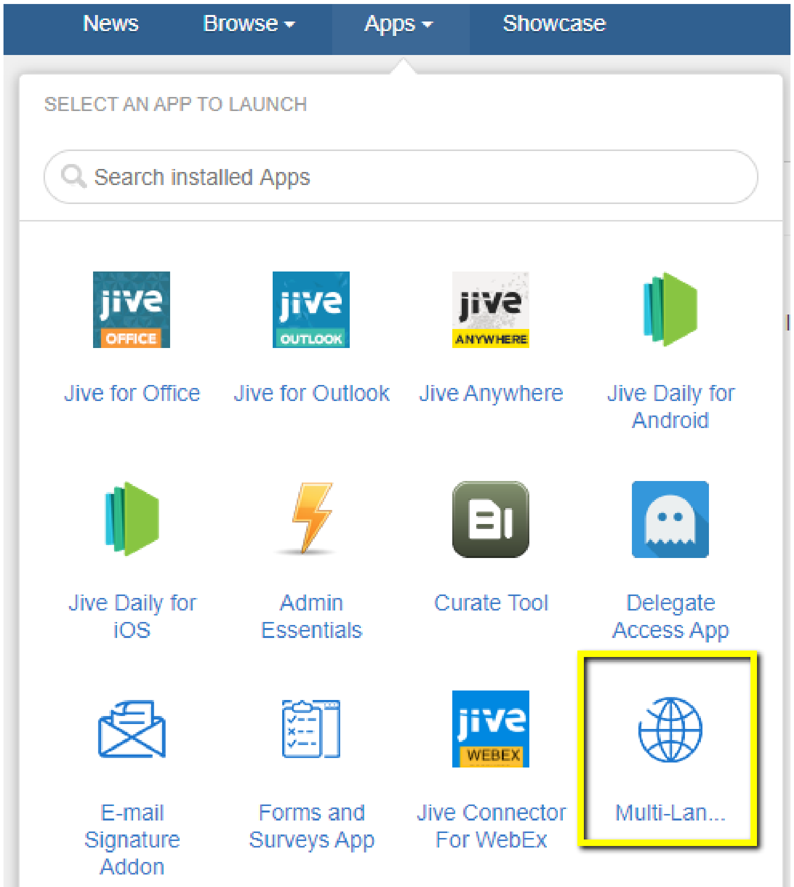
Here you can details on Multiple Languages Add-on requires configuration before usage.

Fastpath:

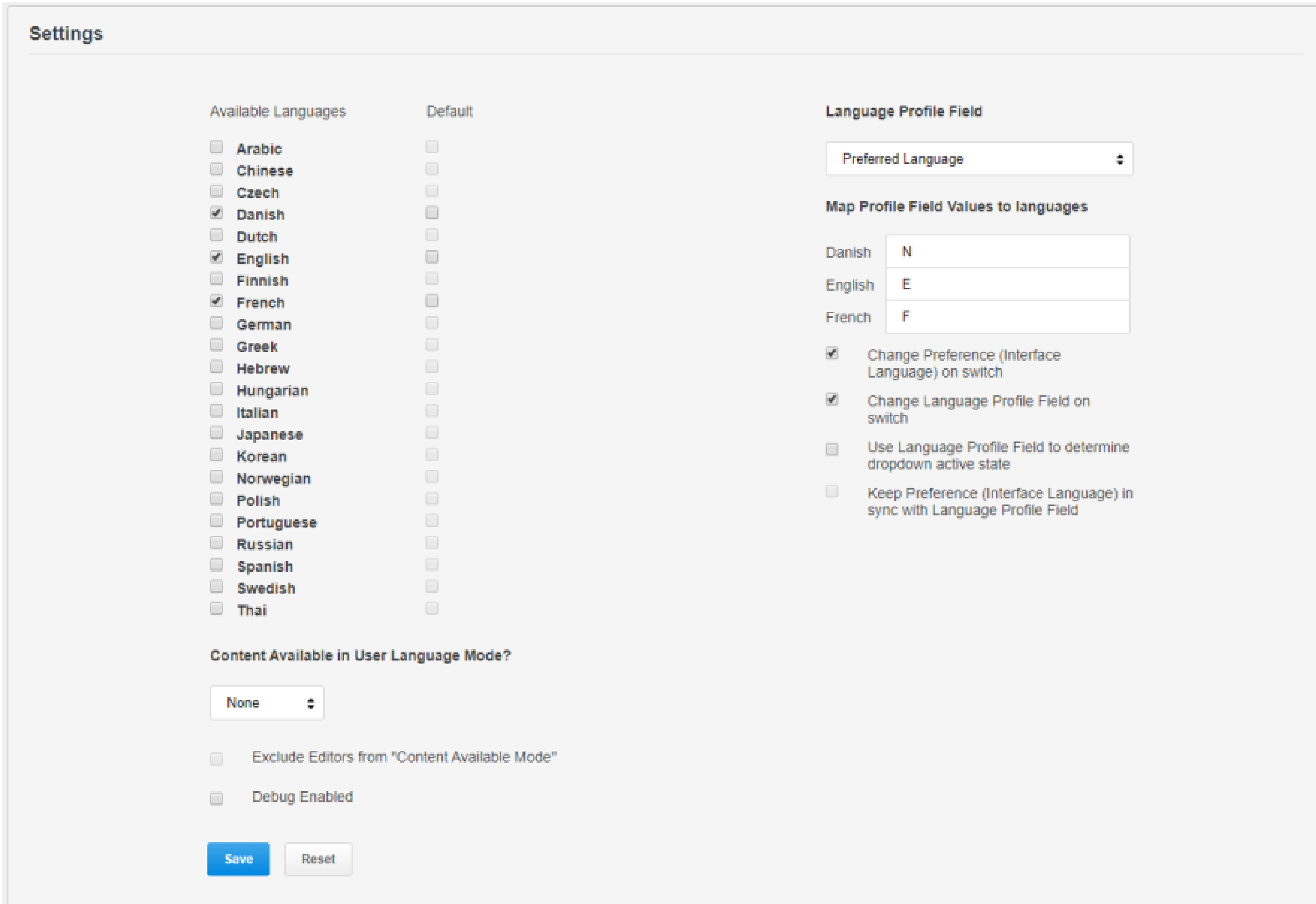
- **Apps menu** > **Multiple Languages Add-on**
- <your instance>/apps/multi-language-app-addon

---

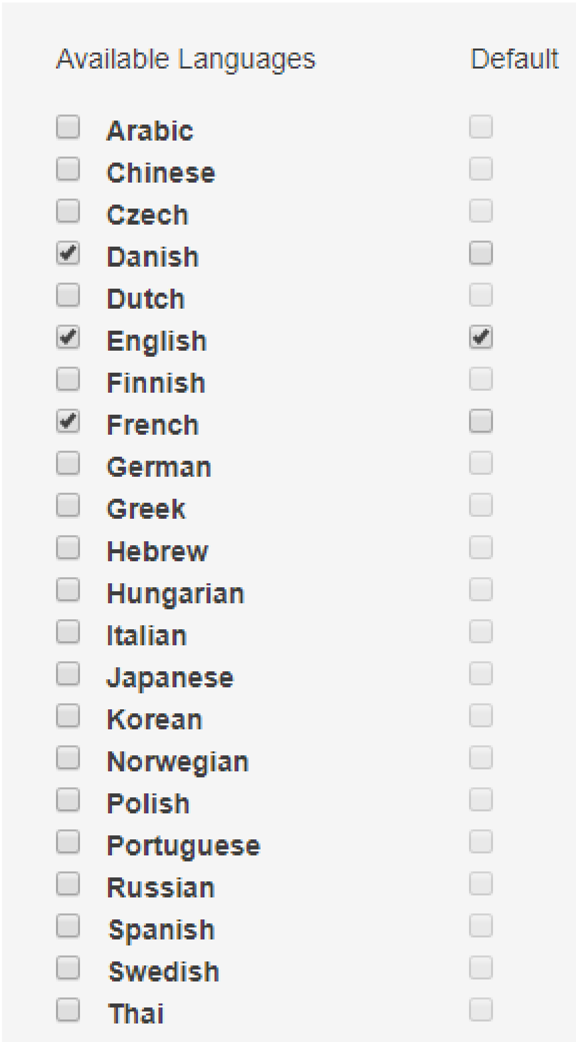
1. Go to the **Settings** page of the Multiple Languages add-on:
   - **Apps menu** > **Multiple Languages Add-on**
   - <your instance>/apps/multi-language-app-addon



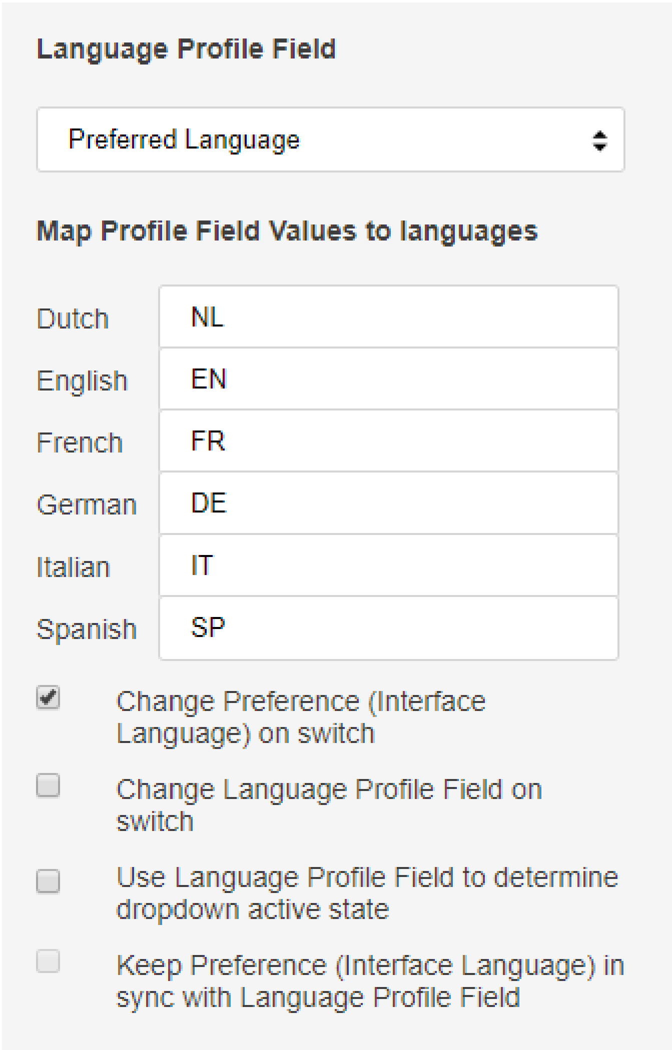
The **Settings** page of the **Multiple Languages Add-on** is displayed.



2. Under **Available Languages**, select all the languages that should be made available for the users and the default language, which will be chosen automatically as the default Interface language.



3. Select the **Language Profile Field** value from the dropdown options and provide the respective field values to be mapped against the **Available Languages** selected, as shown in the **Map Profile Field Values to languages** table.



Configuration options:

- Language Switch
- **Avatar** > **Edit Profile** > **Language Profile Field**
- **Avatar** > **Preferences** > **(Preference) Language**

Refer to the following matrix:

	CONFIGURATION				Change via Dropdown from EN to FR						Change via Edit Profile Prefered Lang from EN to FR						Change via Preference Language from EN to FR					
					Before			After			Before			After			Before			After		
	Change Preference (Interface Language) on switch	Change Language Profile Field on switch	Use Language Profile Field to determine dropdown active state	Keep Preference (Interface Language) in sync with Language Profile Field	Preferred Language	Preference (Interface language)	Label in dropdown	Preferred Language	Preference (Interface language)	Label in dropdown	Preferred Language	Preference (Interface language)	Label in dropdown	Preferred Language	Preference (Interface language)	Label in dropdown	Preferred Language	Preference (Interface language)	Label in dropdown	Preferred Language	Preference (Interface language)	Label in dropdown
Config 1	x	x	x		EN	EN	EN	FR	FR	FR	EN	EN	EN	FR	**EN**	FR	EN	EN	EN	EN	**FR**	EN
Config 2		x	x		EN	EN	EN	FR	**EN**	FR	EN	EN	EN	FR	**EN**	FR	EN	EN	EN	**EN**	FR	**EN**
Config 3	x	x			EN	EN	EN	FR	FR	FR	EN	EN	EN	FR	**EN**	**EN**	EN	EN	EN	**EN**	FR	FR
Config 4		x			EN	EN	EN	FR	**EN**	**EN**	EN	EN	EN	FR	**EN**	**EN**	EN	EN	EN	**EN**	FR	FR
Config 5	x				EN	EN	EN	**EN**	FR	FR	EN	EN	EN	FR	**EN**	**EN**	EN	EN	EN	**EN**	FR	FR
Config 6	x		x		EN	EN	EN	**EN**	FR	**EN**	EN	EN	EN	FR	**EN**	FR	EN	EN	EN	**EN**	FR	**EN**
Config 7	x	x	x	x	EN	EN	EN	FR	FR	FR	EN	EN	EN	FR	FR	FR	EN	EN	EN	FR	FR	FR

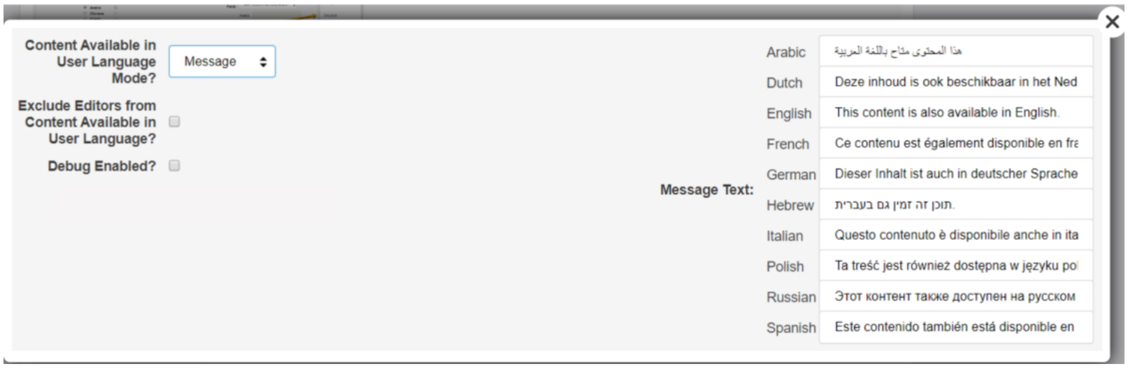
Change via Dropdown from EN to FR

Change via Edit Profile Prefered Lang from EN to FR

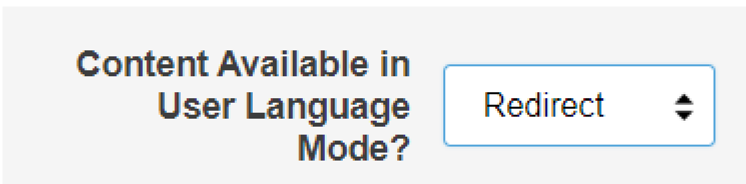
Change via Preference Language from EN to FR

1 Minute cache for Language Switch to reflect changes

4. In **Content available in User Language Mode**, select one of the following values as appropriate:
   - Select **Message** to configure a message to be displayed on content and places which informs the user that the content or place is also available in their selected language.



- Enable **Redirect** to automatically redirect the user the correct language (not recommended)



- else, select **None** as set by default.

5. **Exclude Editors from Content Available in User Language**: This option disables the message or redirect chosen above for Authors.
6. **Debug Enabled**: Debug is a developer only feature to support issue analysis.
7. Click **Save**.

Linking content to the Multiple Languages add-on

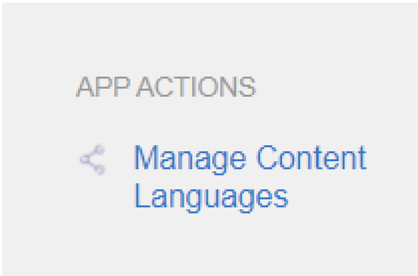
Here you can find details on linking content in different languages with the Multiple Languages add-on.

Fastpath: Content item, **Actions** > **Manage Content Languages**

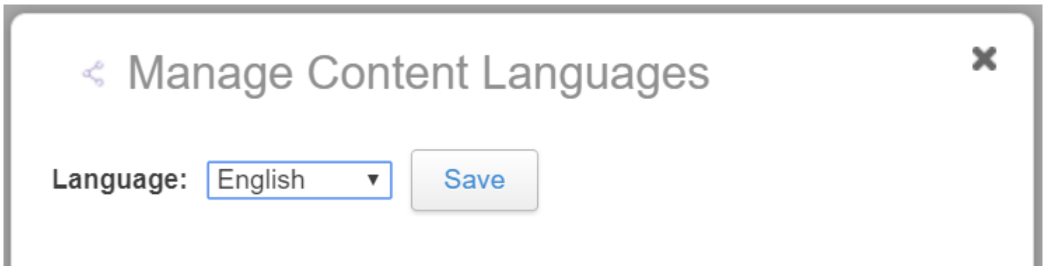
To link a content item with the Multiple Languages Add-on:

1. Go to the content item you want to link.
2. Click **Actions** > **Manage Content Languages** .

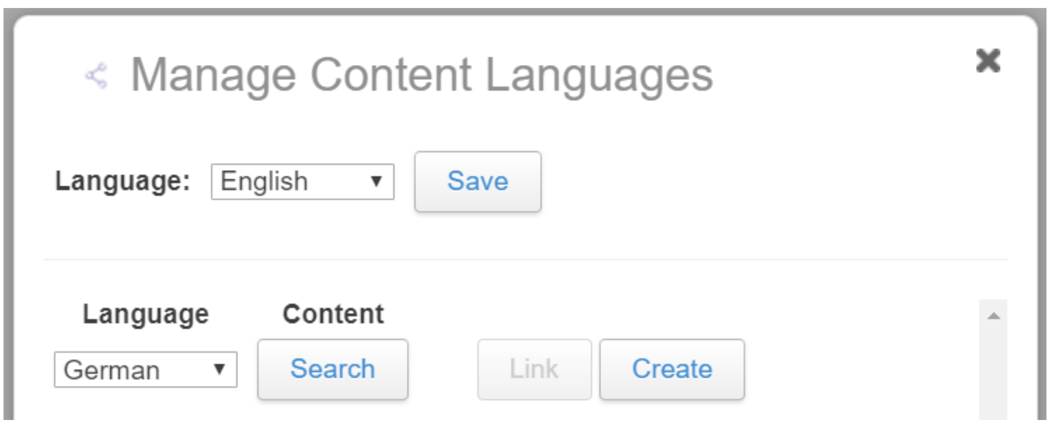
Attention: User should be a member of the `Multi-Language Editors` group to be able to view this option.



3. Select the **Language** of the current content, for example, English, and click **Save**.

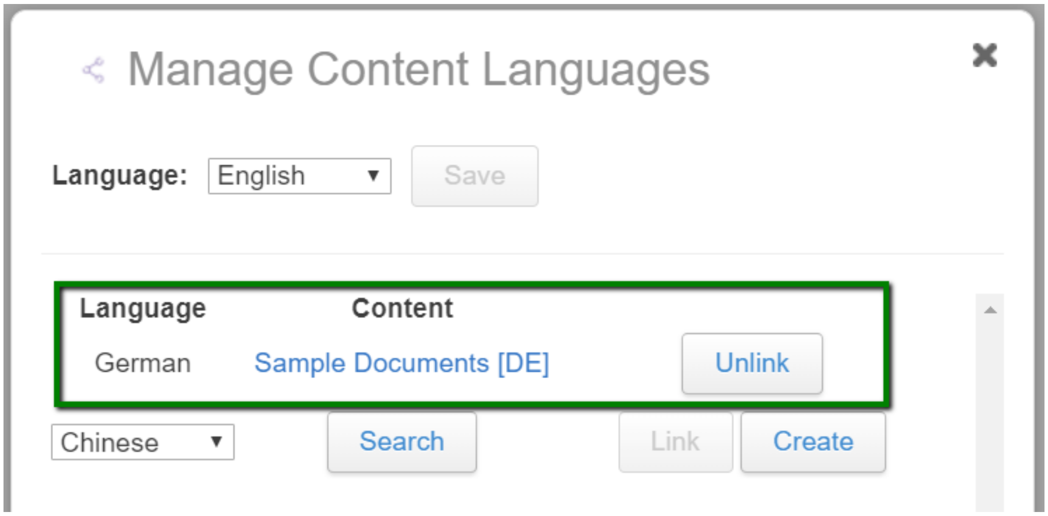


The content language has been set successfully. The screen to create or link other language versions is displayed.



4. Create the other language versions by selecting the appropriate language and click **Create**.

For example, select German as **Language** and then click **Create**.



The document is created for the German version. Click the title to navigate to it and translate it manually.

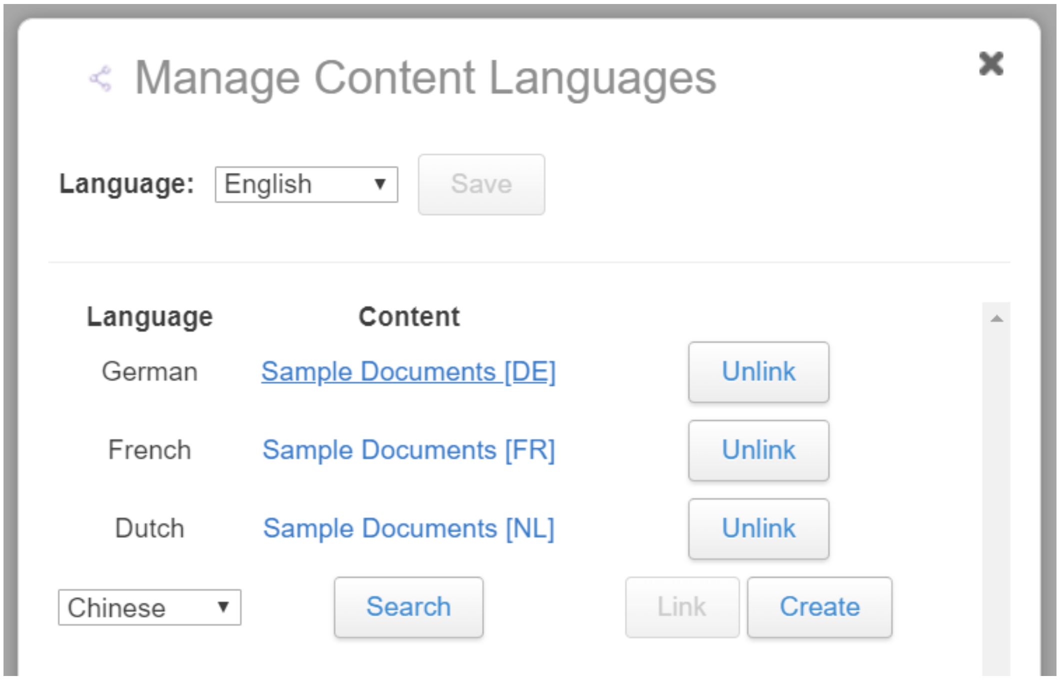
5. If the content to be linked already exists in another language within the community, click **Search** next to the appropriate language.

   On selecting the appropriate document, the Multiple Languages Add-on adds it as a linked content.

Attention: Only content of same content type can be linked, like all documents, all blog posts.

---

6. Similarly continue to create in other languages and translate the contents, as appropriate.



7. To remove a linked content, click **Unlink** option next to the appropriate linked content.

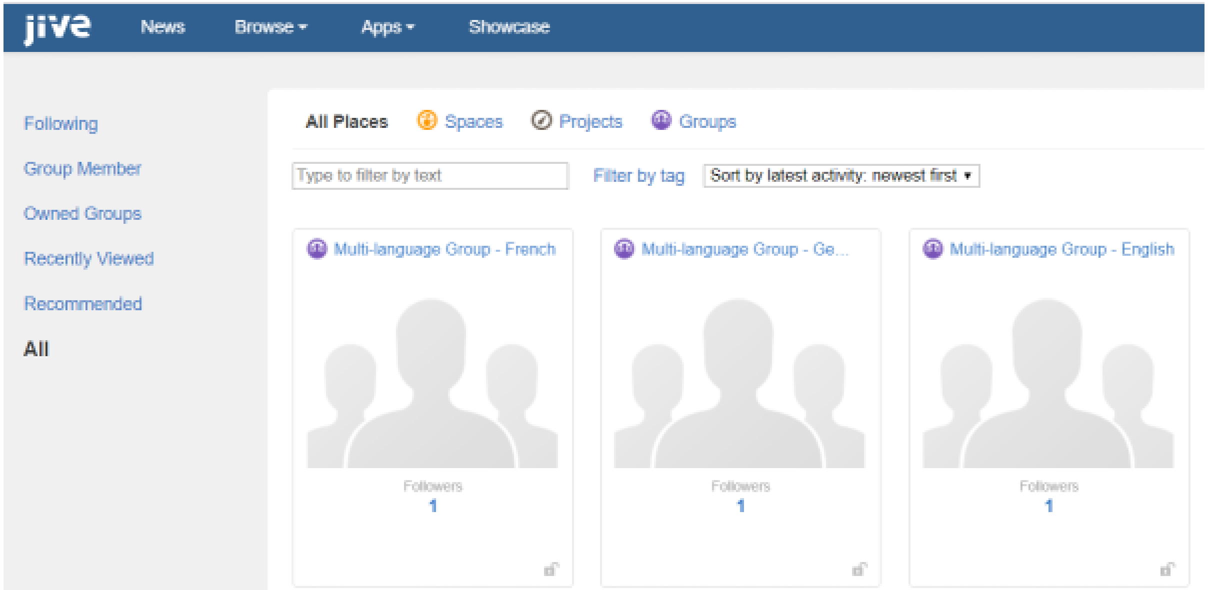
Linking places to the Multiple Languages add-on

Here you can find details on linking places with different languages with the Multiple Languages add-on.

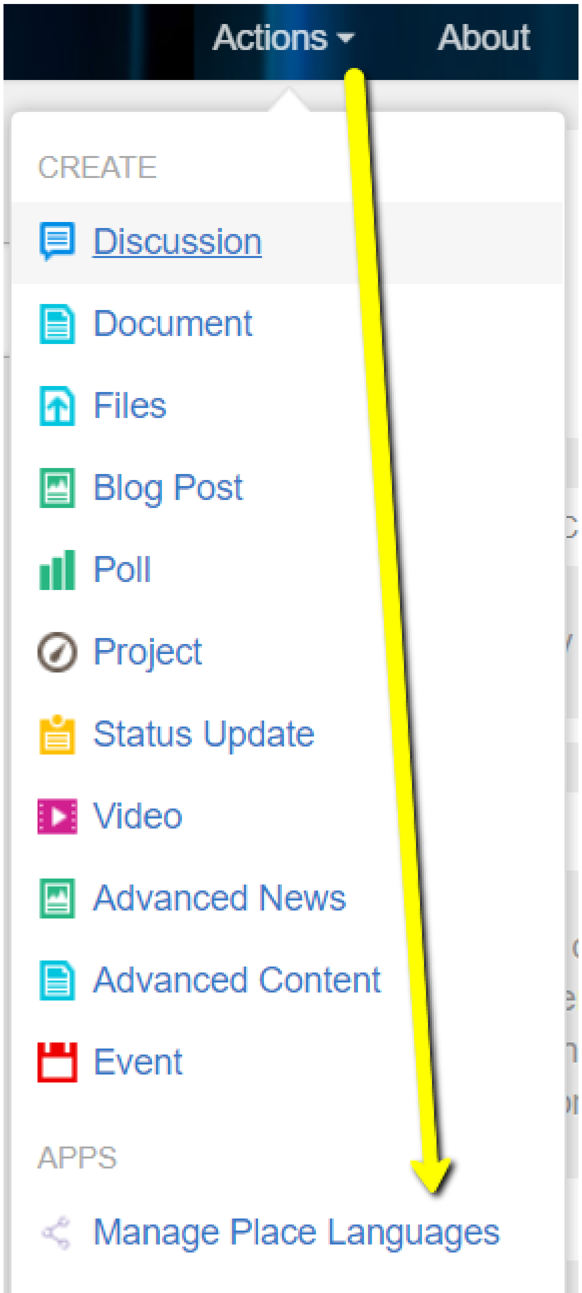
Fastpath: Place to be linked, **Actions** > **Manage Place Languages**

To link a place with the Multiple Languages Add-on:

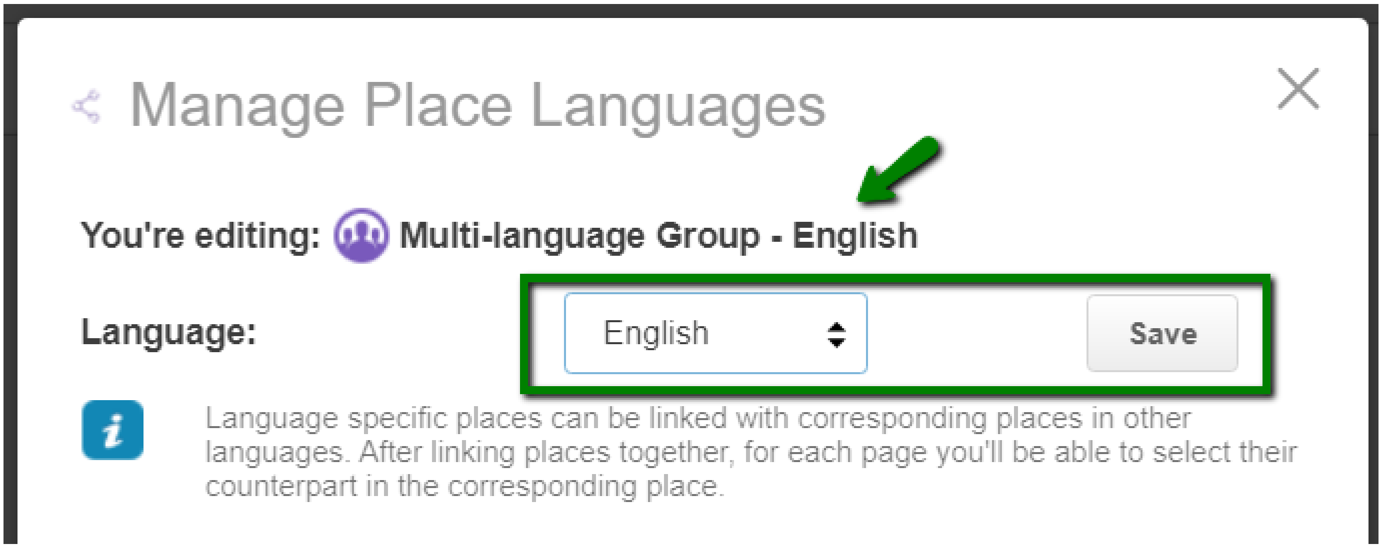
1. Create places for different languages to be linked subsequently via Multiple Languages Add-on.



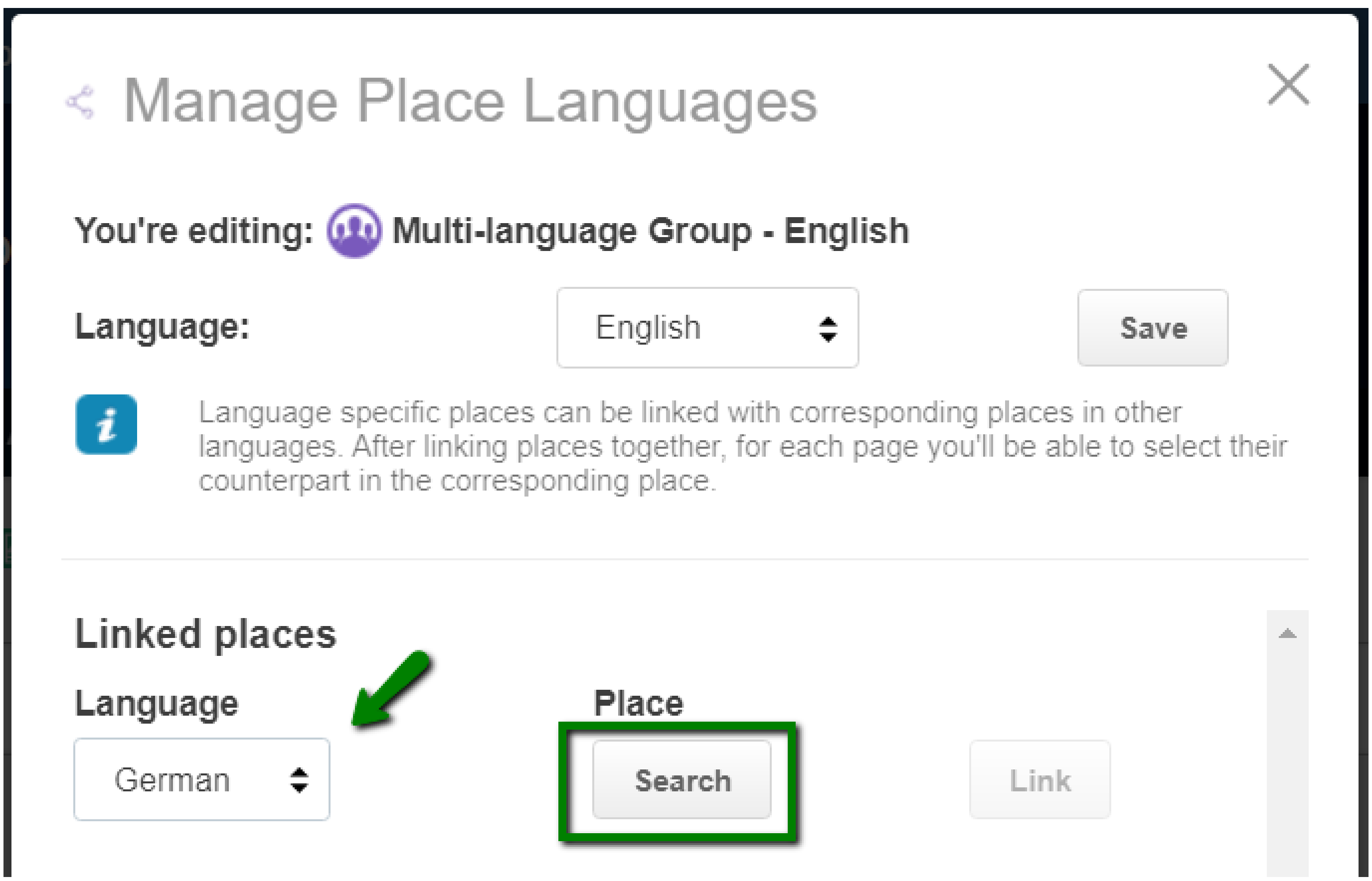
2. Go to one the prepared places.
3. Click **Actions** > **Manage Place Languages** .

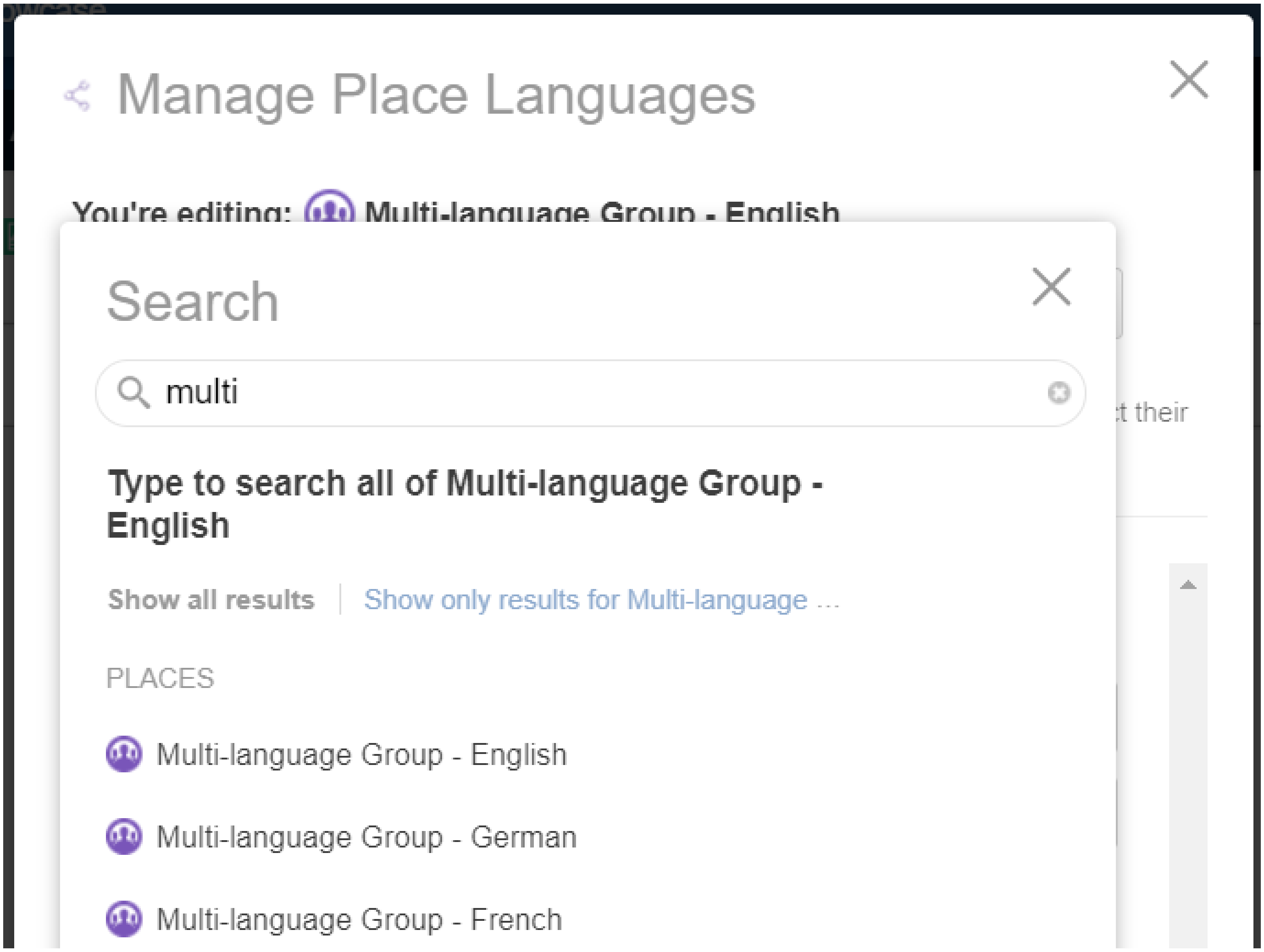


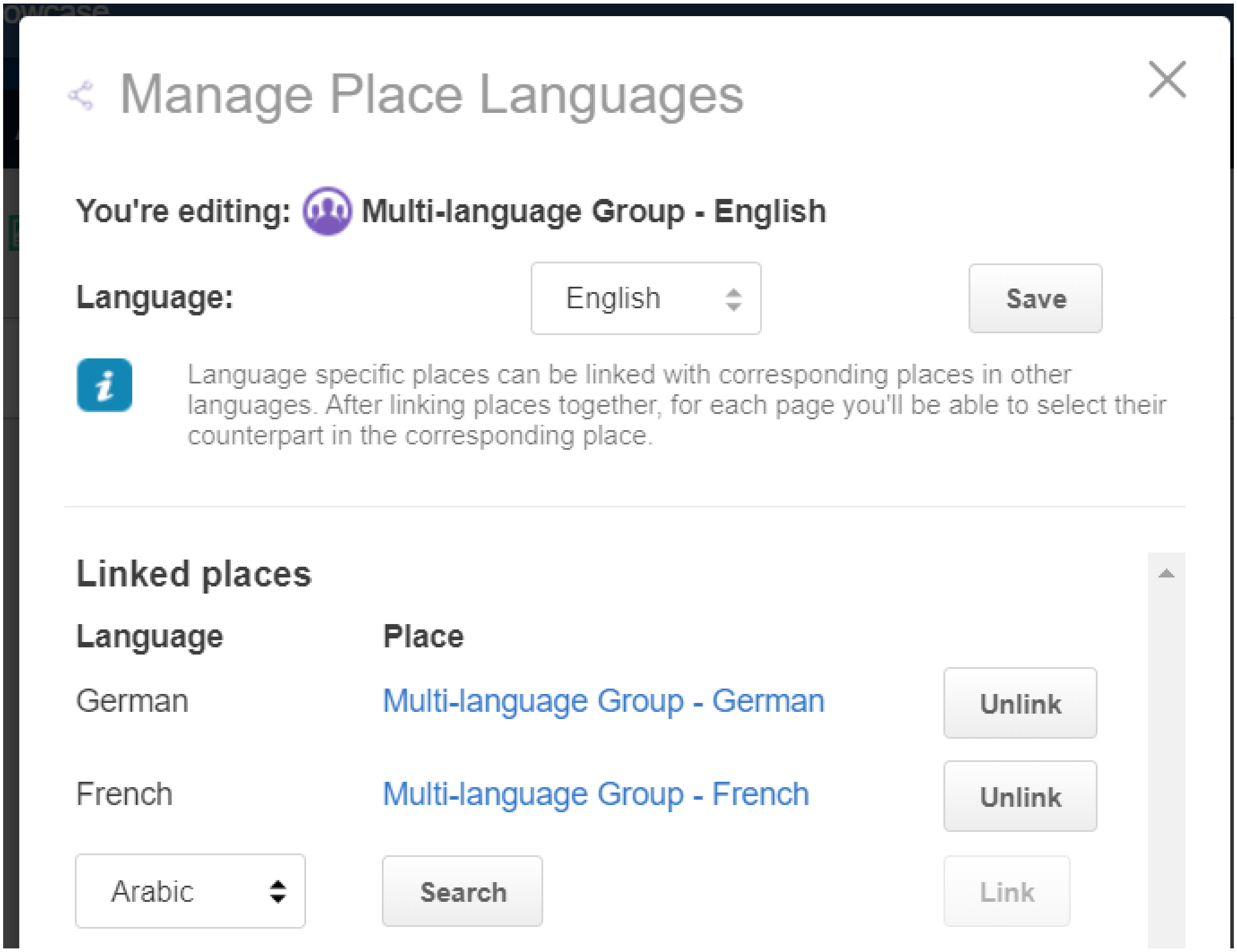
4. Select the **Language** of the current Group (for example, English) and then click **Save**.



5. Select the other linked place language (for example, German), click **Search**, then select a place from the list, and close the window.




Manage Place Languages
You're editing: Multi-language Group - English
Search
multi
Type to search all of Multi-language Group - English
Show all results
Show only results for Multi-language ...
PLACES
Multi-language Group - English
Multi-language Group - German
Multi-language Group - French



The place has been linked.

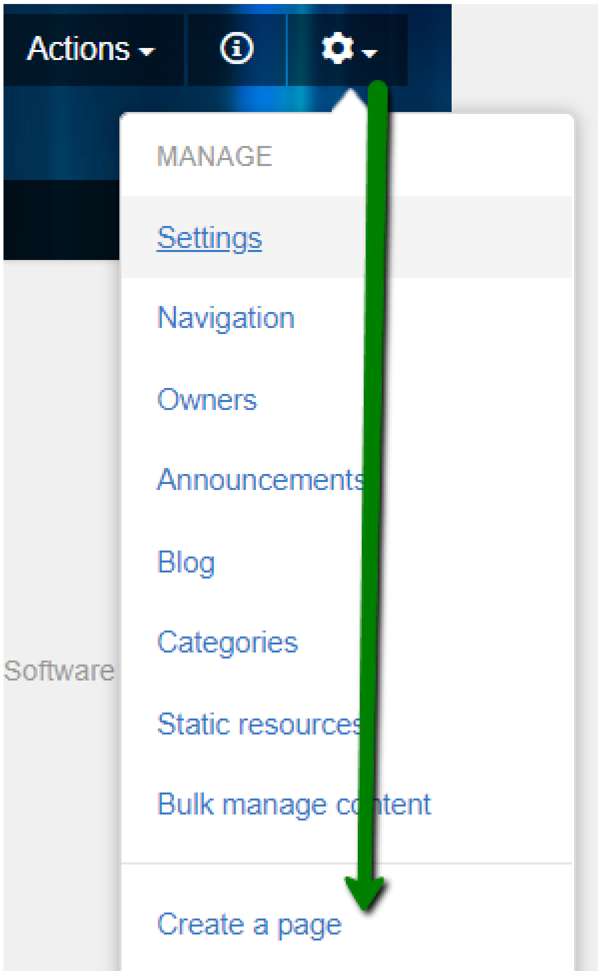
Linking place pages to the Multiple Languages add-on

Here you can find details on linking place pages with different languages with the Multiple Languages add-on.

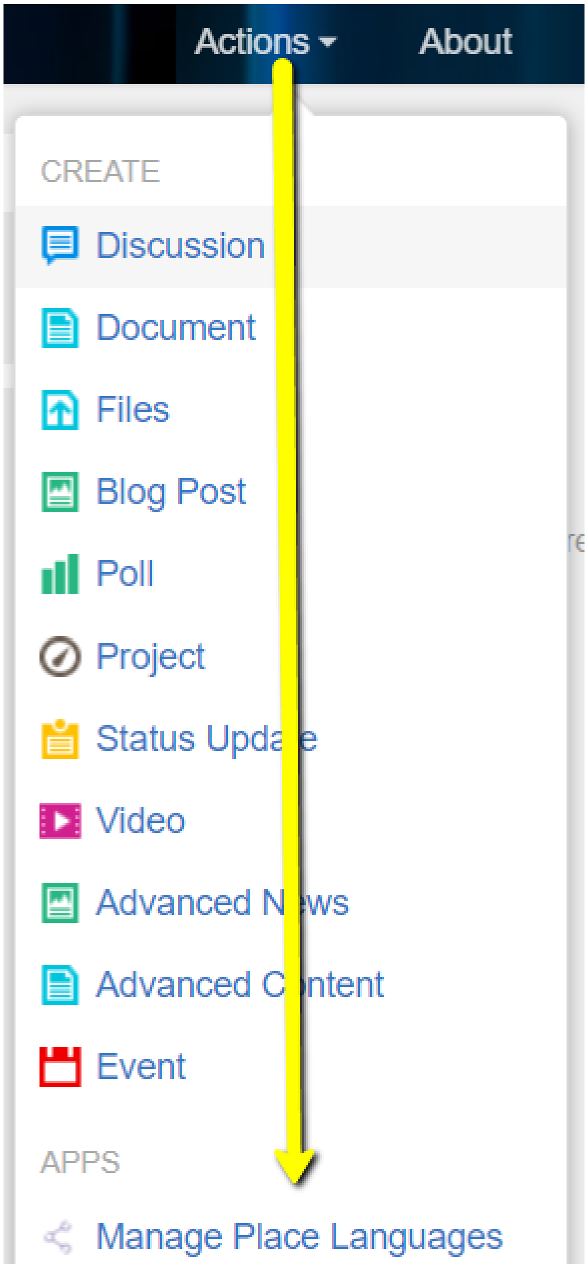
Fastpath: Place pages to be linked, **Actions** > **Manage Place Languages**

To link place pages with the Multiple Languages Add-on:

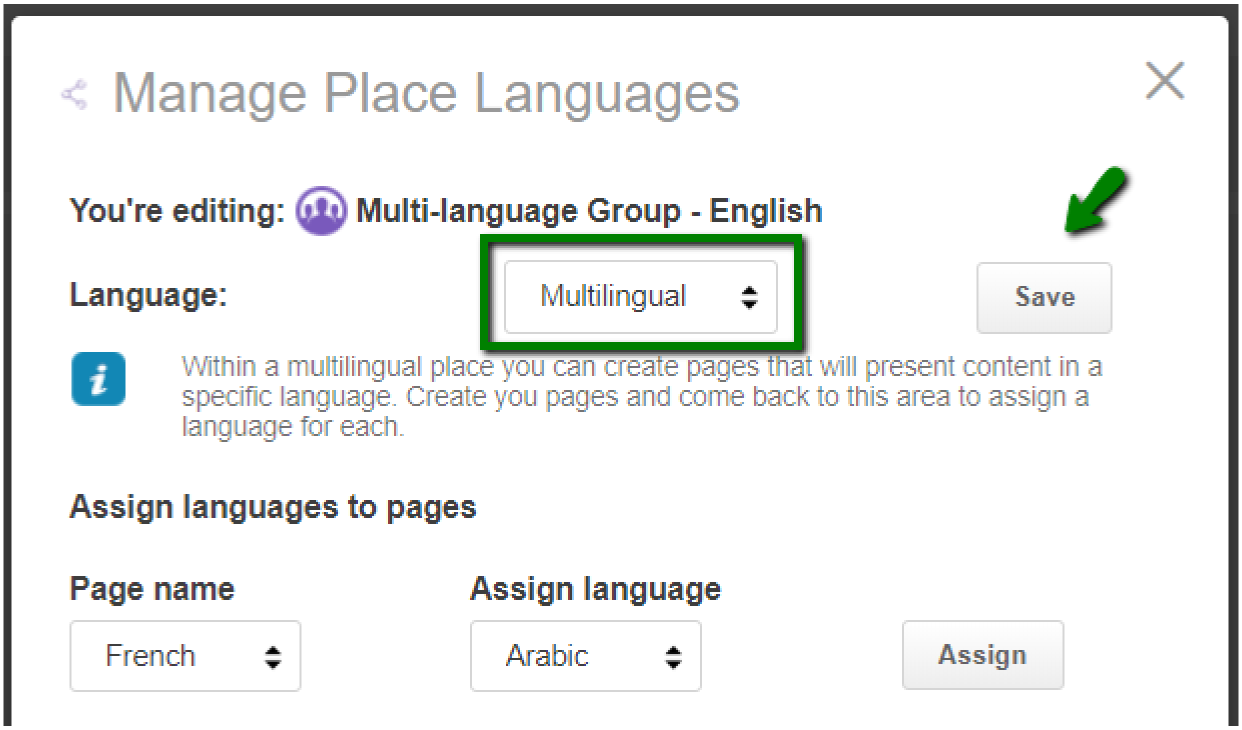
1. Create custom pages for different languages to be linked subsequently via Multiple Languages Add-on. Use **Manage** > **Create a Page** .



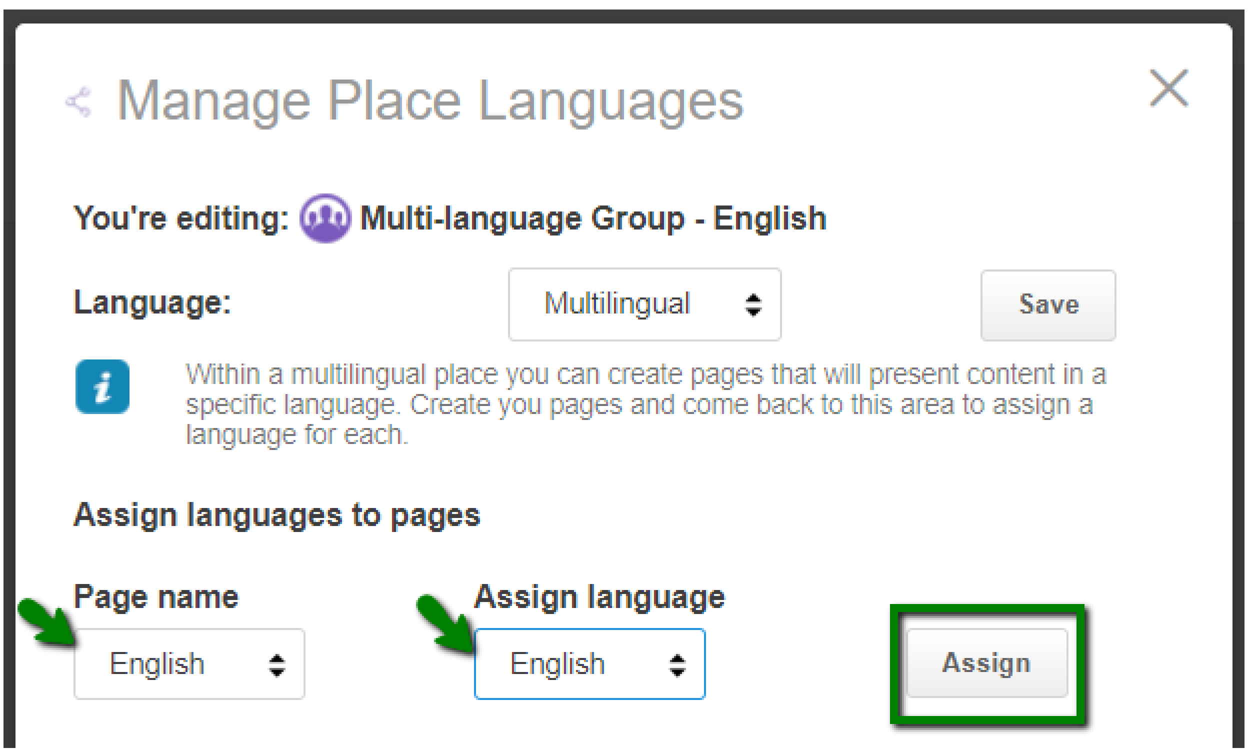
2. Go to one of the custom pages, for example, English.
3. Click **Manage** > **Manage Place Languages** .



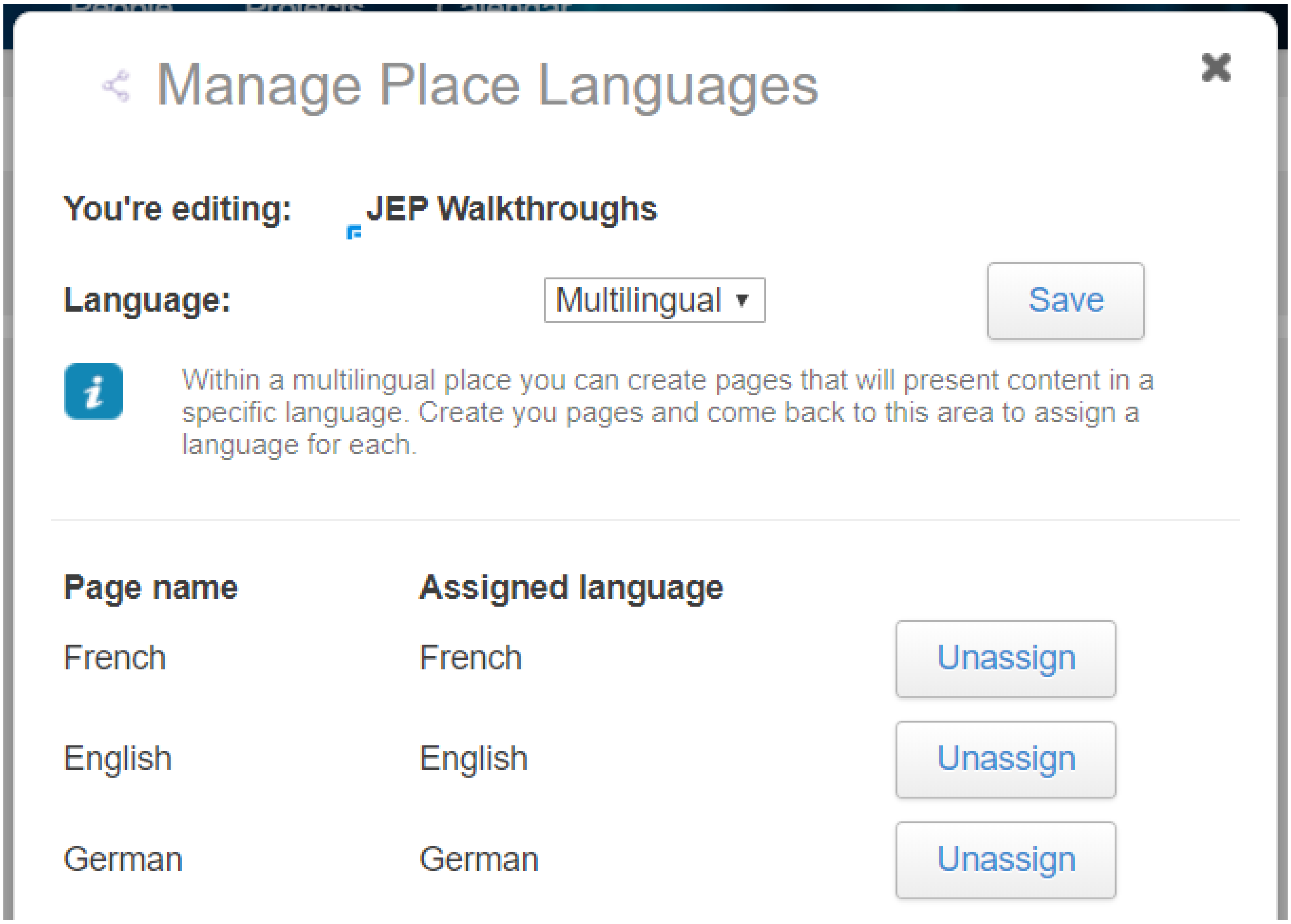
4. In **Language**, change to **Multilingual** and click **Save**.



5. In **Assign languages to pages**, select the **Page name** and the language to be linked to it under **Assign language**, and then click **Assign**.



6. Continue to link the other custom pages based on the languages opted.



Pages successfully linked.

Quick Links add-on

Quick Links add-on allows community managers to create a list of applications, pages, links, directories, and tools so users can ‘favorite’ them for quick access. The accompanying tile can be placed on any page within Jive.

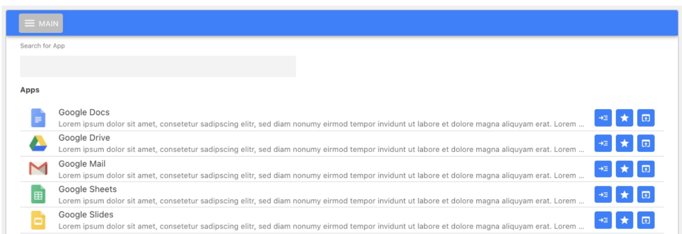
With the Quick Links add-on:

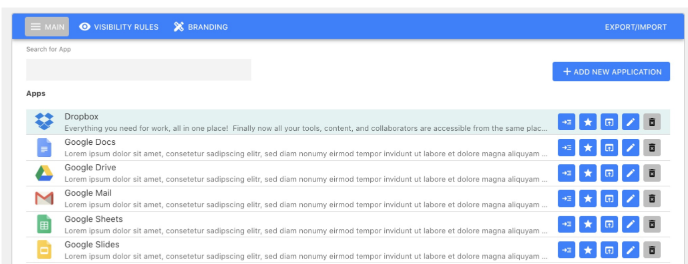
- Users can search for items within this catalog and choose which they want to be able to access easily.
- Once users favorite an item, it will show up in the Quick Links tile with other items they’ve favorited in the past.
- Below those items that a user favorites are recommended items configurable per tile.

And community managers have the ability to configure the catalog items:

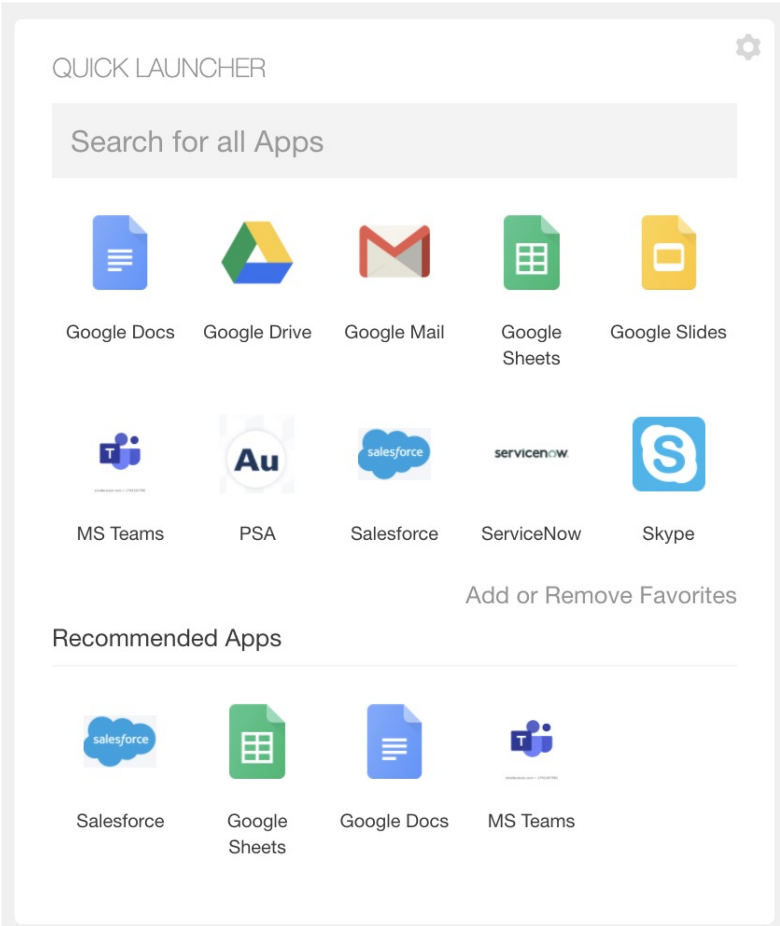
- Display the Title, Description, Image, Launch URL, and Icon for the users to see in their catalog.
- Support visibility rules that make catalog items only available to certain groups of users.
- Display items in multiple languages while users view the catalog.
- Branding to align add-on with Jive color theme.

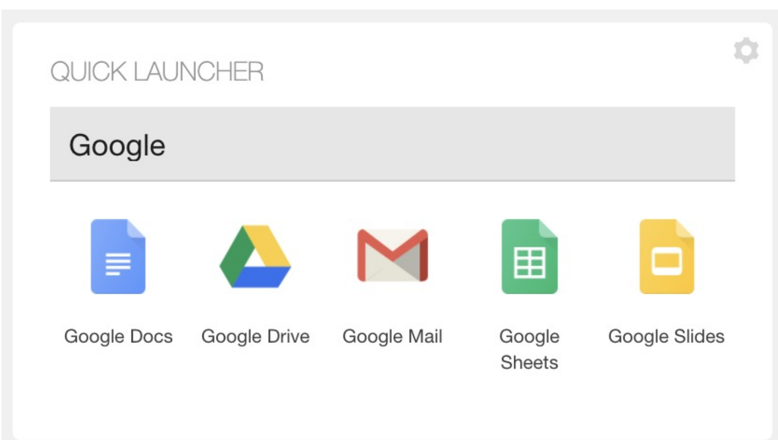
Preview Add-on





Preview Tile





Installing Quick Links Add-on

Quick Links Add-on is installed from the Add-ons page.

Fastpath: **User interface: Your avatar > Add-ons**

A user must have at least Manage System permissions to install add-ons.

1. In the user interface, click on your avatar in the upper-right corner, and then select **Add-ons** to open the Add-ons page.
2. On the **Add-ons** tab, select **All Add-ons** on the right, and then select **Available** at the center of the page to see all available add-ons.
3. Find **Quick Links Add-on** in the list and click **Install** next to it.
4. In the **Confirm Install** box, select if the add-on should be visible to all users:
   - Clicking **Install now** makes it available for all community users immediately.
   - Clicking **Preview** makes it available only to you. After you have verified the setup, you will need to make the add-on available to other community users.
5. To verify that the add-on is installed, go to the **Add-ons** tab, then select **All Add-ons** > **Installed** , and find the add-on in the list.

The Quick Links Add-on is installed.

Configuring Quick Links Add-on

Quick Links Add-on is an add-on that uses user groups for determining access.

Fastpath: Admin Console > **Permissions** > **User Groups**

Fastpath: Advanced Admin Console > **People** > **Management** > **Create User Group**

Fastpath: User interface: Your avatar > **Add-ons**

A user must have at least Manage System permissions to configure add-ons.

Configuring user groups for Quick Links

The Quick Links add-on uses user groups to provide secure access to the add-on features.

To configure user groups for the Quick Links add-on:

1. Go to the user group configuration page:
   - **Admin Console** > **Permissions** > **User Groups**
   - **Advanced Admin Console** > **People** > **Management** > **Create User Group**
2. Create a permission group whose members should be able to manage and configure the Apps List of the Quick Links Add-on.

   For example, this user group may be called `Quick Links Config Admin`.
3. Create a permission group whose members should be able to manage and configure the Apps Viewer tile of the Quick Links Add-on.

For example, this user group may be called `app_quick_links_admins`.

4. Add the concerned administrators as members to these user groups.
5. Save the changes.

Applying user groups to Quick Links

Add the preconfigured user group (or groups) to the Quick Links Add-on configuration to allow users of this group to use the add-on.

Fastpath: **User interface: Your avatar** > **Add-ons**

A user must have at least Manage System permissions to configure add-ons.

To configure user groups for the Quick Links add-on:

1. Go to **User interface: Your avatar** > **Add-ons** > **All Add-ons** > **Installed** .
2. Find **Quick Links Add-on** in the list, click **the gear icon** > **Settings** .
3. Under **App Security**, click the gear icon next to **Quick Links Apps Lists**.

   User groups with access to management and configuration of the add-on Apps List are listed here. By default, the **All registered users** user group is used.
4. If required, remove **All registered users** and add the user groups which should have access to the feature.

   In this example, we are adding the `Quick Links Config Admin` user group.
5. Under **App Security**, click the gear icon next to **Quick Links Config**.

   User groups with access to management and configuration of the Apps Viewer tile are listed here. By default, the **All registered users** user group is used.
6. Remove **All registered users** and add the user groups which should have access to the feature.

   In this example, we are adding the `app_quick_links_admins` user group.
7. Save the changes.

Members of the specified user groups can now configure the Apps List and the Apps Viewer tile of the Quick Links add-on.

Accessing the Quick Links add-on

Here you can find details on accessing the Quick Links add-on and the QLA Configuration Panel.

The Quick Links add-on and the QLA Configuration Panel accessible via:

Fastpath:

- **Apps** > **Quick Links Add-on**
- **Create Menu** > **Quick Links Configuration** or **Create Menu** > **Quick Links - Apps List**
- Directlink:`<instance URL>/apps/quick-links-configuration-add-on`or`<instance URL>/apps/quick-links-list-add-on`

Attention: The QLA Configuration Panel for the Quick Links add-on is accessible only to the members added in the user groups added to the add-on configuration under **Quick Links Config**, as described in Applying user groups to Quick Links on page 318.

Managing the Apps List for the Quick Links add-on

Here you can find details on managing the Apps List for the Quick Links add-on QLA Configuration Panel.

Configuring the app

Here are the details on adding apps to the Apps List.

To configure the app:

1. Go to the QLA Configuration Panel:
   - **Apps** > **Quick Links Add-on**
   - **Create Menu** > **Quick Links Configuration** or **Create Menu** > **Quick Links - Apps List**
   - Direct link: `<instance URL>/apps/quick-links-configuration-add-on` or `<instance URL>/apps/quick-links-list-add-on`
2. Click **Add New Application**.
3. The default language is **EN**. To add details in other available languages, click **+Add** displayed next to **EN**.
4. Provide the **App Title**, **Description**.
5. Provide **App Icon** image URL; a preview of the icon is displayed.
6. Specify the **App Launch URL**.
7. Select appropriate **Visibility Rules** to configure the visibility of apps.
8. Click **Save** and then **Save Settings**.
9. Repeat Steps Step 2 on page 319-Step 8 on page 319 to add more apps to create the Apps List.

Quick Links Apps List is configured successfully.

Editing the apps in the Apps List

Here are the details on editing the apps in the Apps List.

To edit the apps:

1. Go to the QLA Configuration Panel:
    - **Apps** > **Quick Links Add-on**
    - **Create Menu** > **Quick Links Configuration** or **Create Menu** > **Quick Links - Apps List**
    - Direct link: `<instance URL>/apps/quick-links-configuration-add-on` or `<instance URL>/apps/quick-links-list-add-on`
2. Use the Edit icons beside a configured App to:
    - Go to App details
    - Add App to Favorites
    - Launch the App link
    - Edit the App configuration
    - Delete the App from the App List
3. Click **Save** and then **Save Settings**.
4. Search for an app by entering the search text and on type-ahead, appropriate results are displayed.
5. To use the currently configured settings in the add-on on another environment or instance, click **Export/Import**.

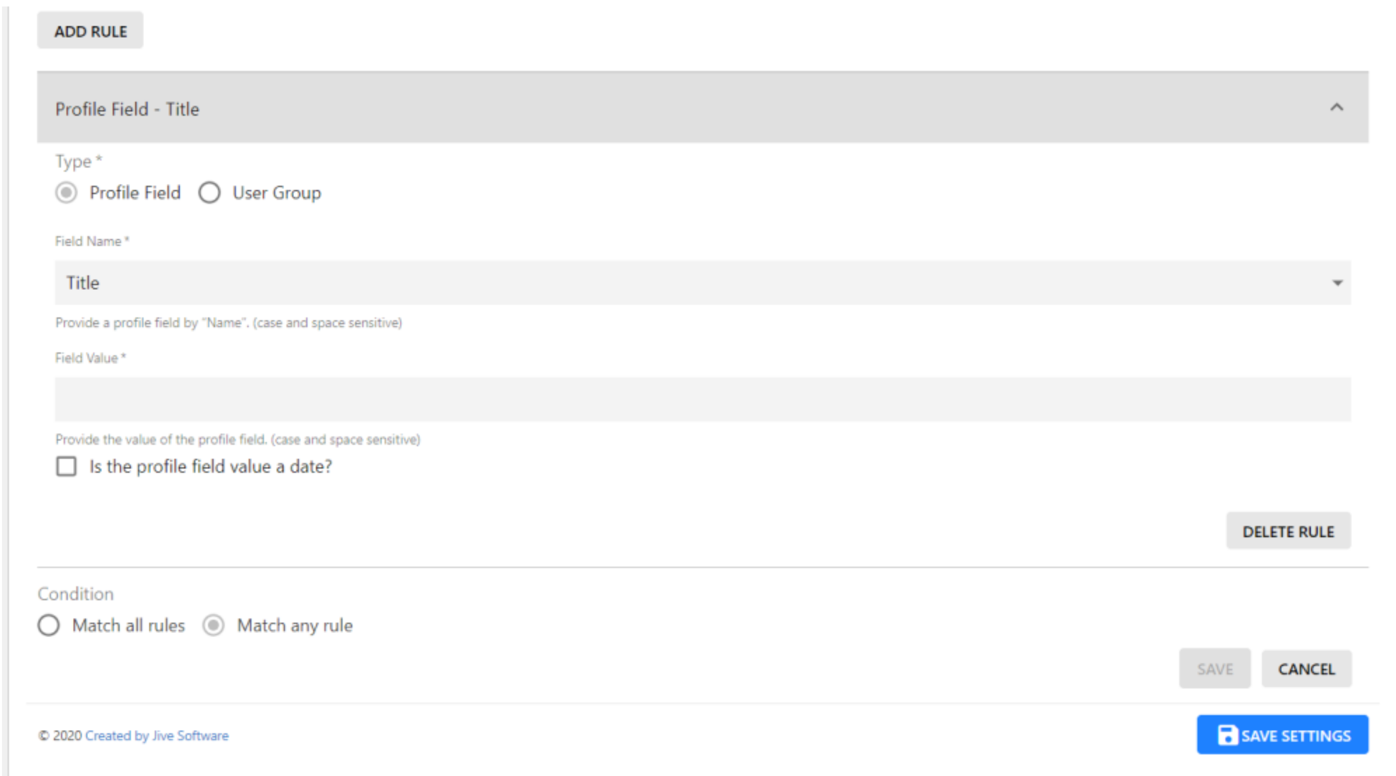
Managing visibility rules

Here are the details on managing apps visibility rules in the Apps List.

To add a visibility rule:

1. Go to the QLA Configuration Panel:
    - **Apps** > **Quick Links Add-on**
    - **Create Menu** > **Quick Links Configuration** or **Create Menu** > **Quick Links - Apps List**
    - Direct link: `<instance URL>/apps/quick-links-configuration-add-on` or `<instance URL>/apps/quick-links-list-add-on`
2. Click **Visibility Rules**.
3. To add rules, click **Create New Visibility Rule**.
4. Click **Add Rule**.

5. Select either Profile Field or User Group.

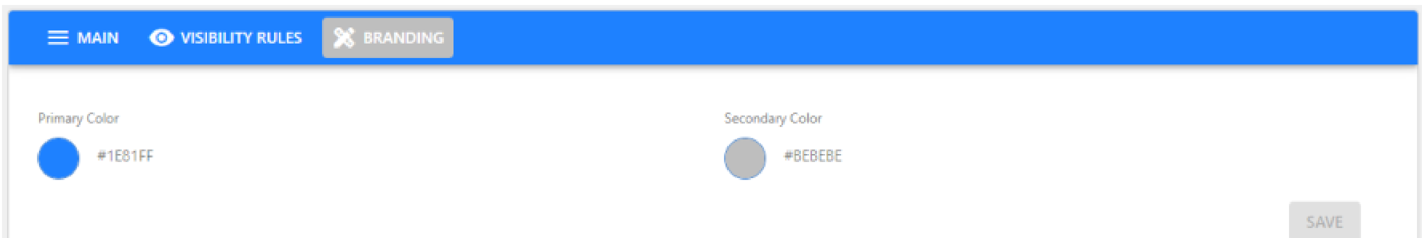


Branding

Here are the details on adding apps to the Apps List.

To brand the Apps List:

1. Go to the QLA Configuration Panel:
   - **Apps** > **Quick Links Add-on**
   - **Create Menu** > **Quick Links Configuration** or **Create Menu** > **Quick Links - Apps List**
   - Direct link: `<instance URL>/apps/quick-links-configuration-add-on` or `<instance URL>/apps/quick-links-list-add-on`
2. Select Corporate Font-size, Font picker, and other parameters.



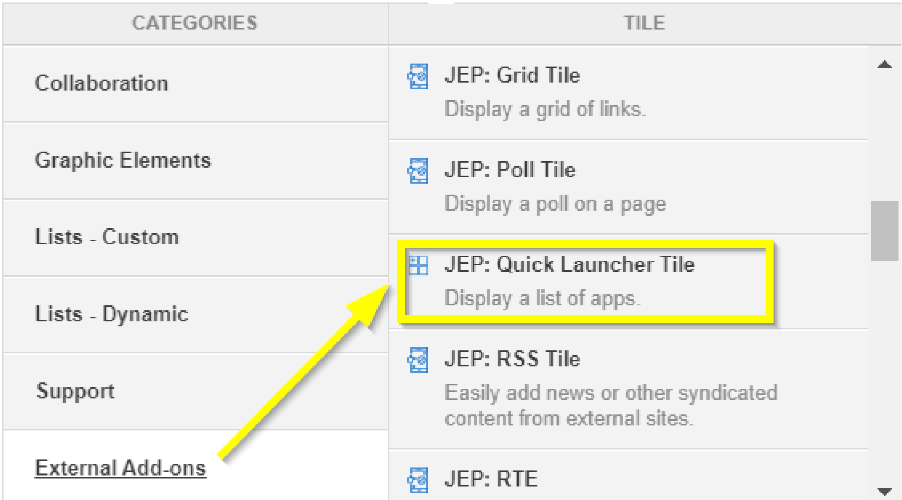
Creating Apps Viewer tiles

Here you can find details on adding and configuring Apps Viewer tiles.

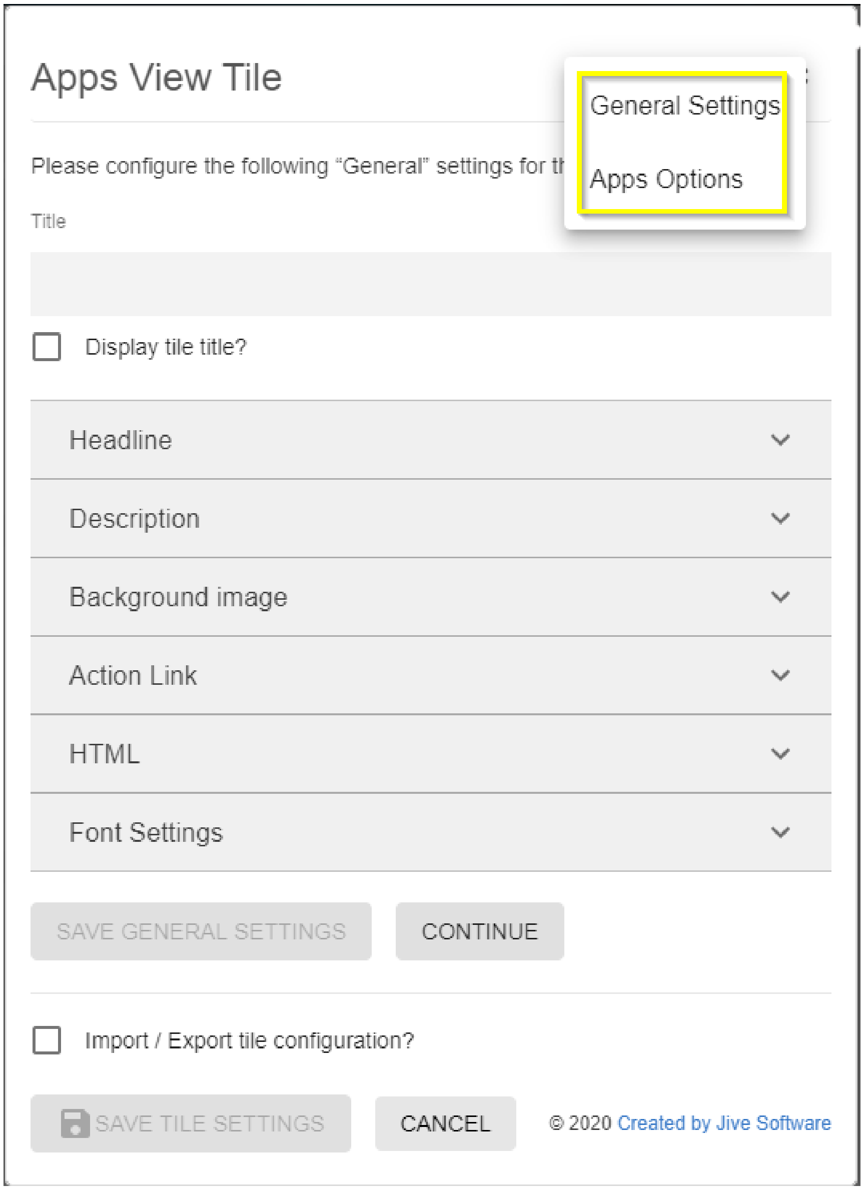
Adding Apps Viewer tile

To add the tile to the page:

1. Go to the place where you want to add a new tile.
2. Open the relevant Activity or Custom page and edit it.
3. Click **Add a tile**.
4. Under **Categories**, select **External Add-ons**, then select **Quick Links Tile** under **Tiles**.



The tile is added to the page and you need to configure it. You can configure the tile anew or, if you already have similar tiles, copy the settings from another tile.



Configuring General Settings

To set up general tile settings:

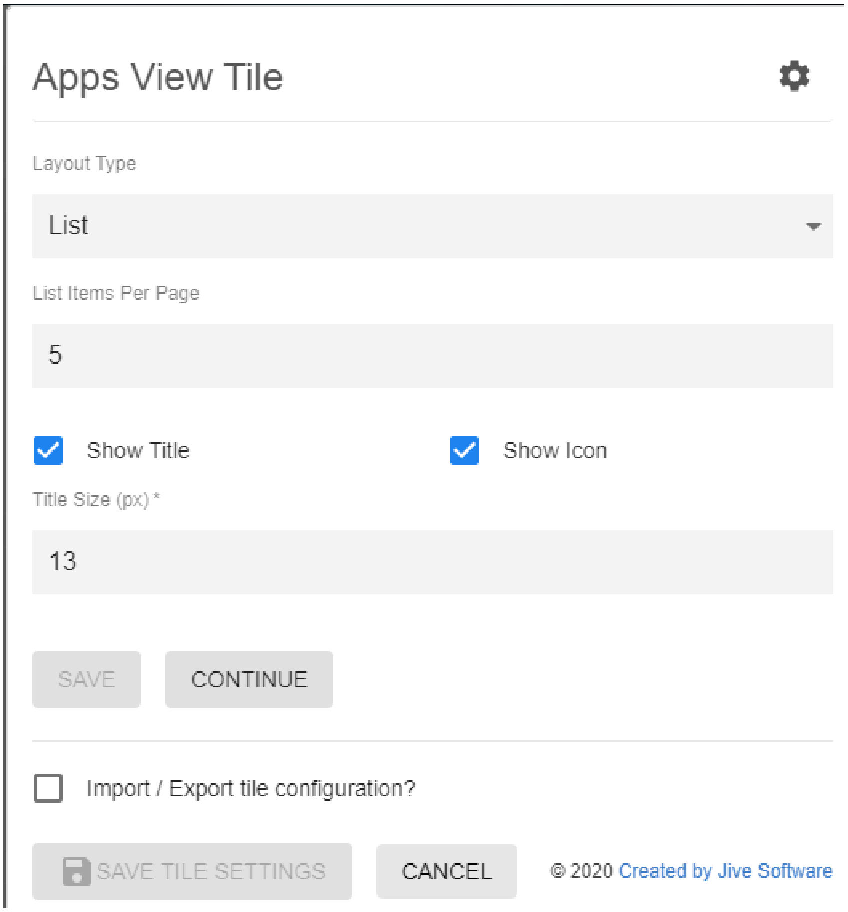
1. Select **Gear Icon** > **General settings** .
2. Configure the general settings. For the detailed instructions, see General Settings of JEP tiles on page 162.
3. Click **Save Tile Settings**.

Configuring Apps Viewer tile-specific settings

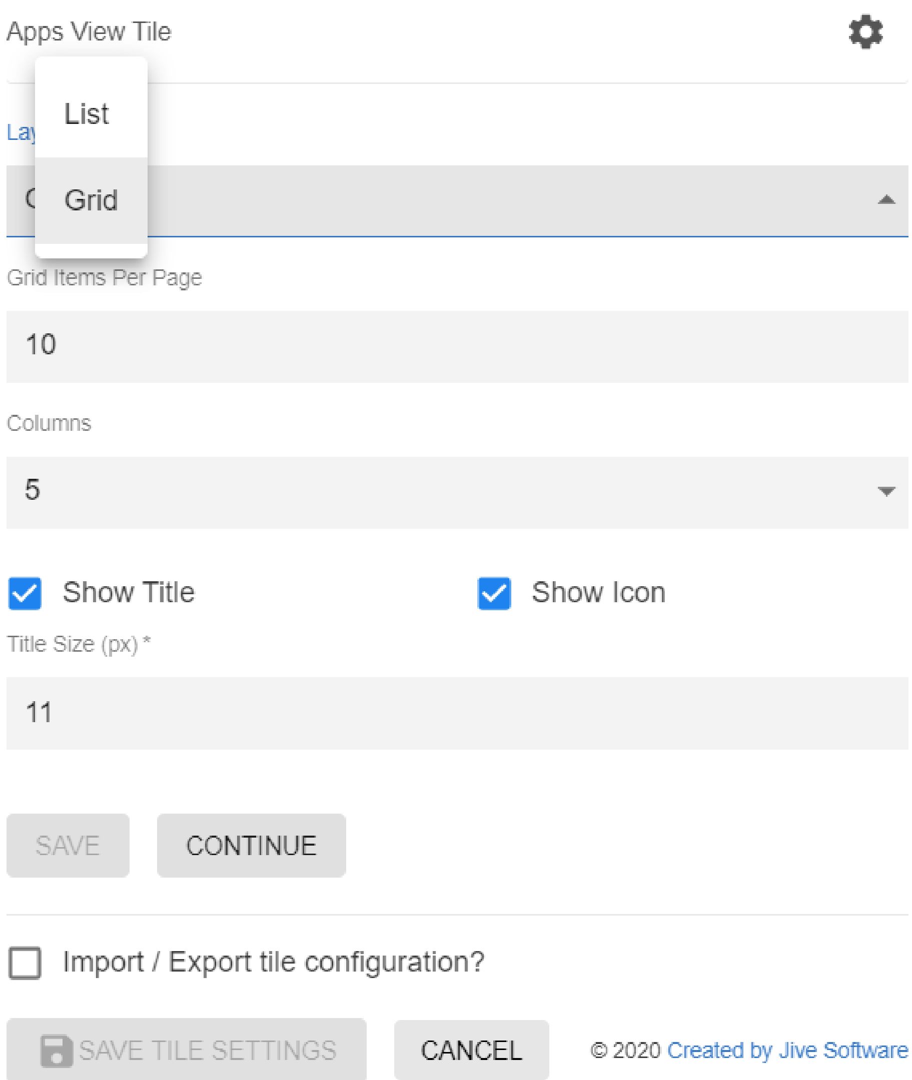
To configure settings specific to Apps Viewer tiles:

Configuring **Slideshow Settings** of Apps Viewer tile

1. Click **the gear icon** > **Apps Options** .



2. In **Apps Viewer**, provide the layout for the Apps to be displayed as list or grid:



- If **List** layout, specify the number of App Items to be listed per page:
  - Shows 5 Apps by default.
  - Click **Show More** to show the next 5 or **Show All** to show all apps.
- If **Grid** layout, specify the number of App Items to be displayed and number of columns in the grid.
  - Shows 9 Apps by default.
  - Click **Show More** to show the next 9 or **Show All** to show all apps.

3. Optionally, select App Title / App Icon to be displayed.
4. Specify **Title Size**.
5. Click **Save** and **Continue**.
6. Click **Save Tile Settings**.

Apps Viewer tile is configured successfully.

Examples of Apps Viewer tile and configured Apps list

An Apps Viewer and a configured Apps List may look like this.

The tile can look like this with different display styles.

List layout in Apps Viewer tile, 4 Items per page

Figure 46: Apps Viewer display style: Flip

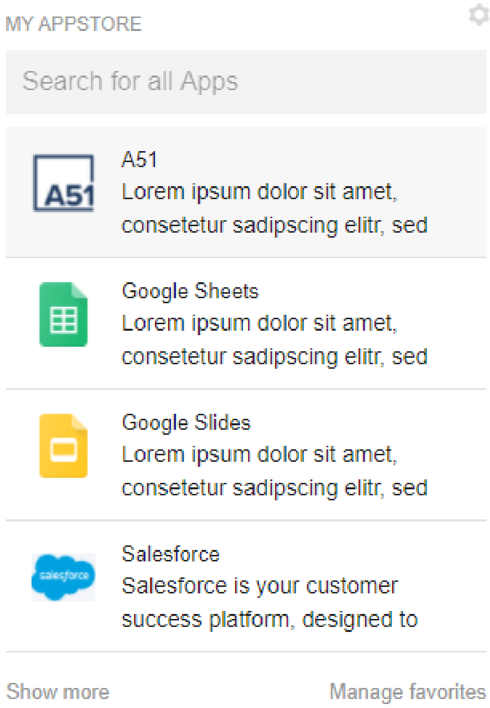
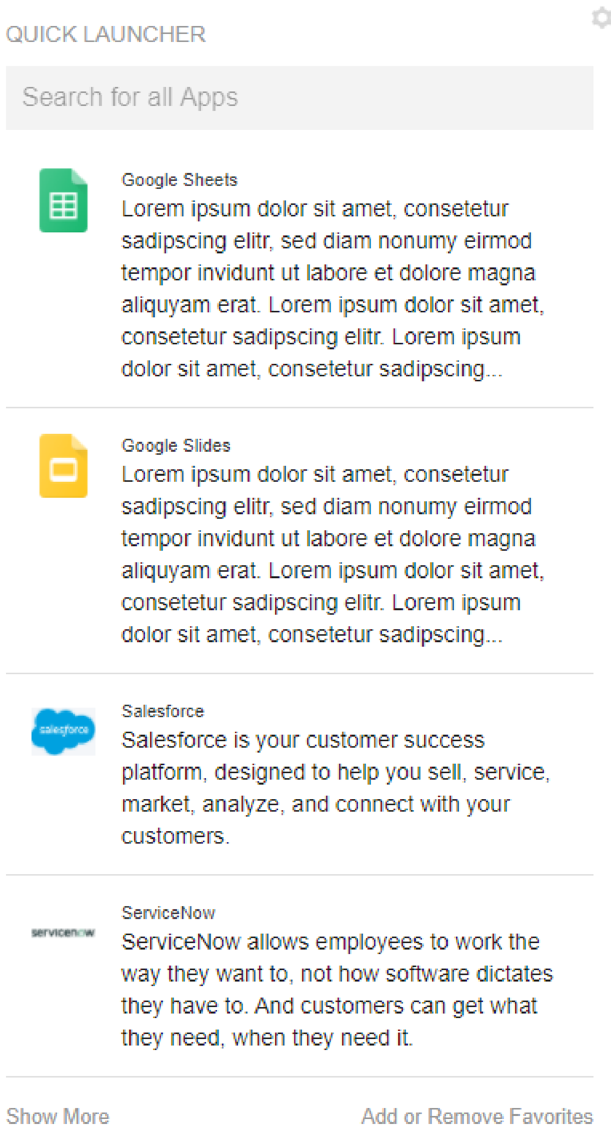
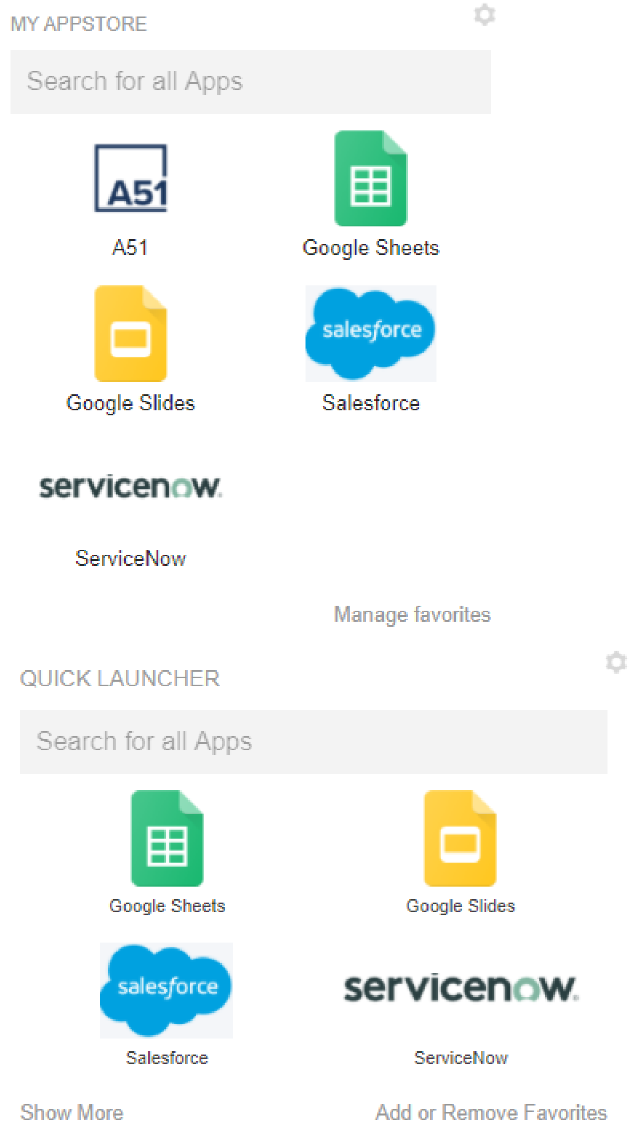


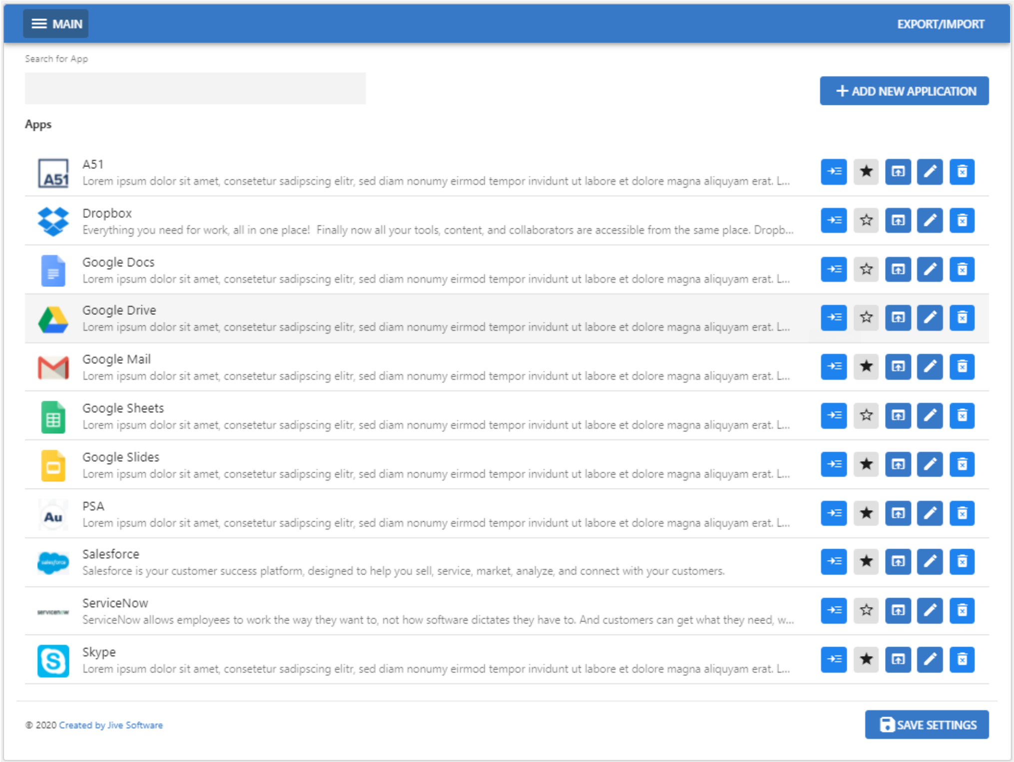
Figure 47: Apps Viewer display style: Digital

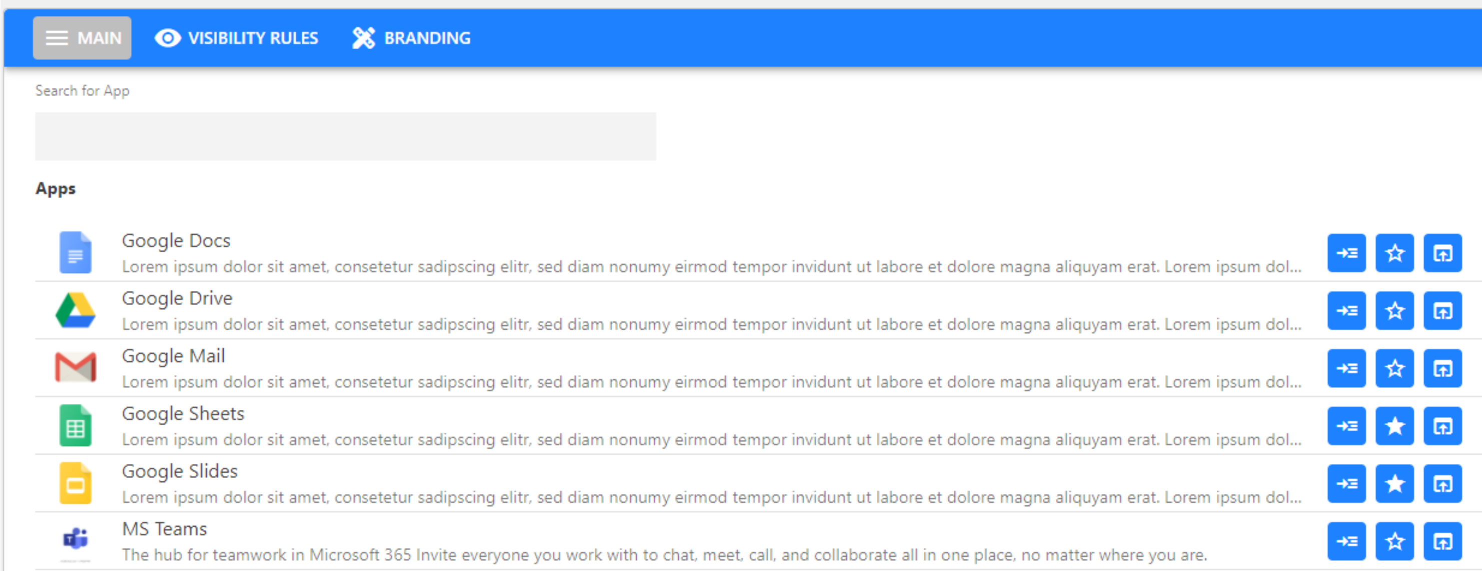

QUICK LAUNCHER
Search for all Apps
Google Sheets
Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat. Lorem ipsum dolor sit amet, consetetur sadipscing elitr. Lorem ipsum dolor sit amet, consetetur sadipscing...
Google Slides
Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat. Lorem ipsum dolor sit amet, consetetur sadipscing elitr. Lorem ipsum dolor sit amet, consetetur sadipscing...
Salesforce
Salesforce is your customer success platform, designed to help you sell, service, market, analyze, and connect with your customers.
ServiceNow
ServiceNow allows employees to work the way they want to, not how software dictates they have to. And customers can get what they need, when they need it.
Show More
Add or Remove Favorites

Grid layout in Apps Viewer tile, 4 Items per page and 2 columns



Apps List configured in the Quick Links add-on





Remove Followers add-on

Give your uses the power to manage who follows them. An easy and simple way to review the list of followers and remove users from following you.

Remove Followers add-on allows you to:

- Review list of all followers
- Make people unfollow you without notifying them

Installing Remove Followers Add-on

Open a support with the Support to install this add-on.

Configuring Remove Followers Add-on

Remove Followers Add-on is an add-on that uses user groups for determining access.

Fastpath: Admin Console > **Permissions** > **User Groups**

Fastpath: Advanced Admin Console > **People** > **Management** > **Create User Group**

Fastpath: User interface: Your avatar > **Add-ons**

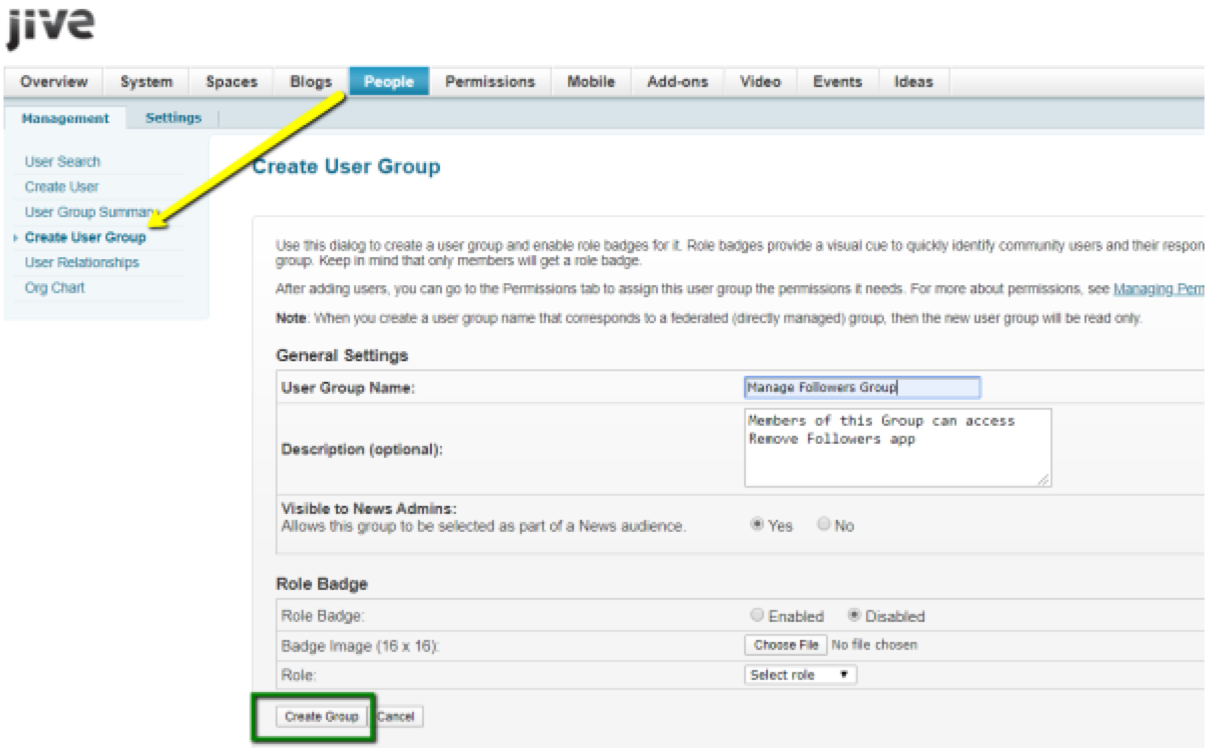
A user must have at least Manage System permissions to configure add-ons.

Configuring user groups for Remove Followers

The Remove Followers add-on uses user groups to provide secure access to the add-on features.

To configure user groups for the Remove Followers add-on:

1. Go to the user group configuration page:
    - **Admin Console** > **Permissions** > **User Groups**
    - **Advanced Admin Console** > **People** > **Management** > **Create User Group**
2. Under **General Settings**, enter a user group name and click **Create Group**.



For this example, we are creating a `Manage Followers` user group.

3. Add the concerned administrators as members to this user group.
4. Save the changes.

Applying user groups to Remove Followers

Add the preconfigured user group (or groups) to the Remove Followers Add-on configuration to allow users of this group to use the add-on.

Fastpath: **User interface: Your avatar** > **Add-ons**

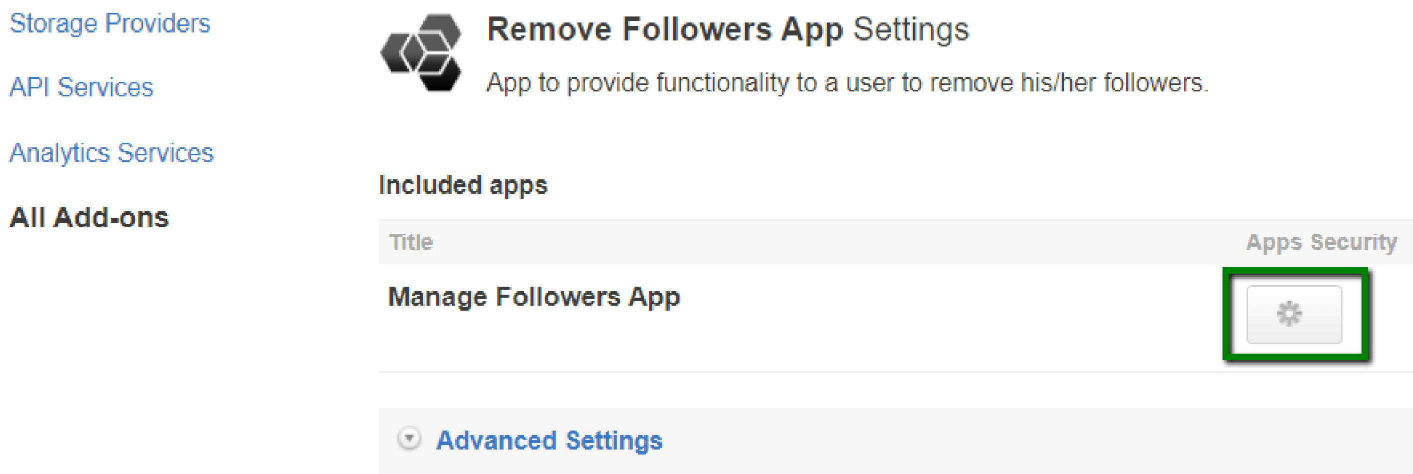
A user must have at least Manage System permissions to configure add-ons.

To configure user groups for the Remove Followers add-on:

1. Go to **User interface: Your avatar** > **Add-ons** > **All Add-ons** > **Installed** .
2. Find **Remove Followers** in the list, click **the gear icon** > **Settings** .

3. Under **App Security**, click the gear icon next to **Remove Followers**.

   Figure 48: Remove Followers add-on security settings

   User groups with access to the `Manage Followers` feature are listed here. By default, the **All registered users** user group is used.

4. Remove **All registered users** and add the user groups which should have access to the feature.

   In this example, we are adding the `Manage Followers` user group.

5. Save the changes.

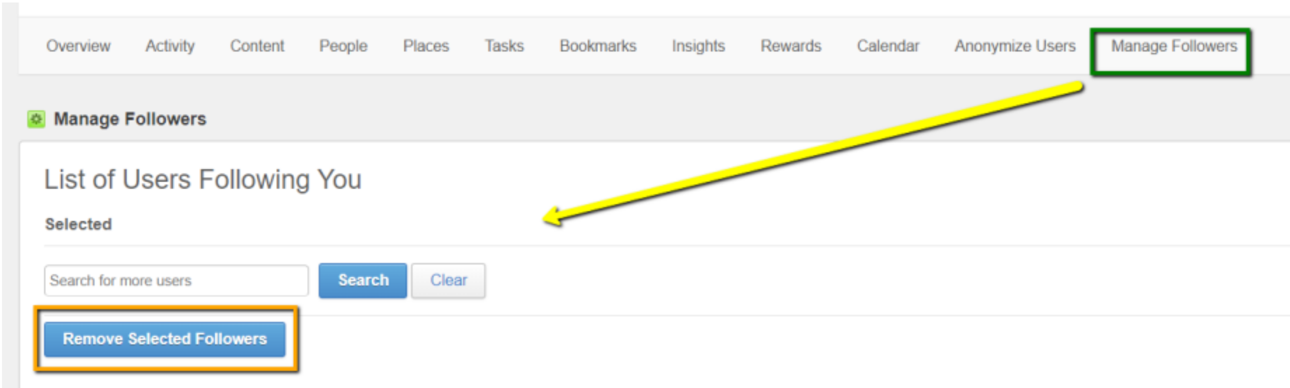
Members of the specified user group (`Manage Followers` in the example) can now configure and use the Remove Followers add-on.

Removing followers with the Remove Followers add-on

Here you can find details on using the Remove Followers add-on to remove followers without notifications.

Fastpath: **Your avatar** > **View Profile** > **Manage Followers**

1. Go to the **Manage Followers** tab on your profile page: **Your avatar** > **View Profile** > **Manage Followers** .
2. In **List of Users Following You**, select the users you want to remove and click **Remove Selected Followers**.



The selected users are removed from your followers without any notifications sent.

Social Group Sync add-on

With Profile Sync add-ons, administrators are able to create a series of dynamic and flexible rules which is required when striving to maintain healthy places.

The Profile Sync add-on has two versions – one geared for **user groups** and the other for **social groups**.

As many of you know, social groups within Jive are designed to allow like-minded users to collaborate in a place that is relevant to their line of work and contributions to an organization. The administration and management of groups are designed to make sure that all the groups in your community are healthy and are delivering value to your organization. Having multiple empty or poor value groups in the community makes it more difficult to focus on and manage high-value activity, and can give a poor impression to users.

There are typically two main kinds of groups – those that provide business value at a global or strategic level, and those general groups that provide less value (either because of their purpose or their audience). Invest in the higher value groups by providing them with a greater level of support, and giving them more latitude regarding their activity levels.

Space and social group managers are responsible for starting, growing, managing, and monitoring their space or group – their 'place'.

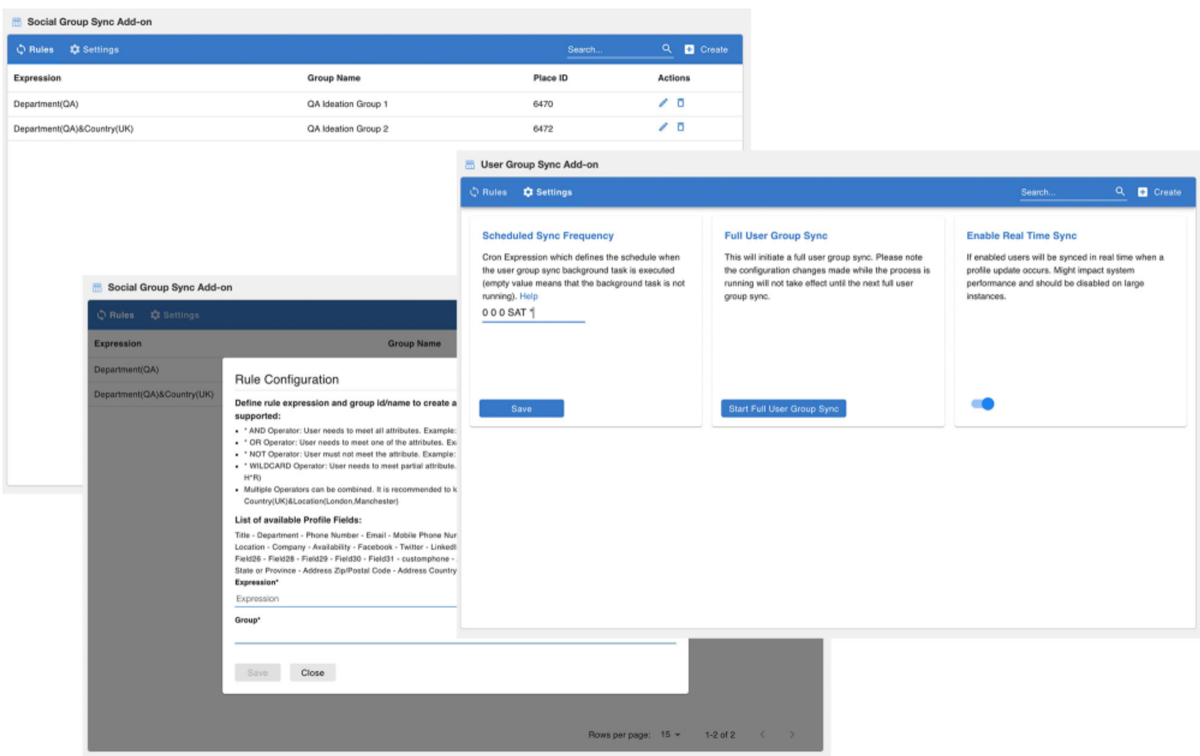
Profile Sync add-ons aim to solve a series of problems to help maintain healthy groups, including:

- Managing membership in user groups or social groups with ease with configurable rules based on user's profile information.
- Simplifying onboarding new employees into the correct collaboration groups without the need of manually inviting them, allowing employees to collaborate from day 1.

- Automatically reassigning employees when they switch departments or roles within the organization – keeping your memberships up to date and honest.
- Ensuring users have access to proper places that are most relevant to them.

With Profile Sync add-ons, administrators are able to create a series of dynamic and flexible rules, including, but not limited to the following:

- Expressions composed of a profile field name and value, for example, `Department(Sales)`
- Multiple field name and value pairs joined with `&` (AND operator) and `,` (OR operator), for example, `Country(UK)&Location(London)`
- Negating rules by adding `!` in front a field name and value pair, for example, `!Company(ABC Inc.)`
- Employing the wildcard operator `*` anywhere in the field name, for example, `Title(*Engineer*)`
- Adding multiple field values within parentheses using commas which denote an OR operator, for example, `Location(UK,US)`



Installing Social Group Sync Add-on

Open a support with the Support to install this add-on.

Configuring Social Group Sync Add-on

Social Group Sync Add-on is an add-on that uses user groups for determining access.

Fastpath: **Admin Console** > **Permissions** > **User Groups**

Fastpath: **Advanced Admin Console** > **People** > **Management** > **Create User Group**

Fastpath: **User interface: Your avatar** > **Add-ons**

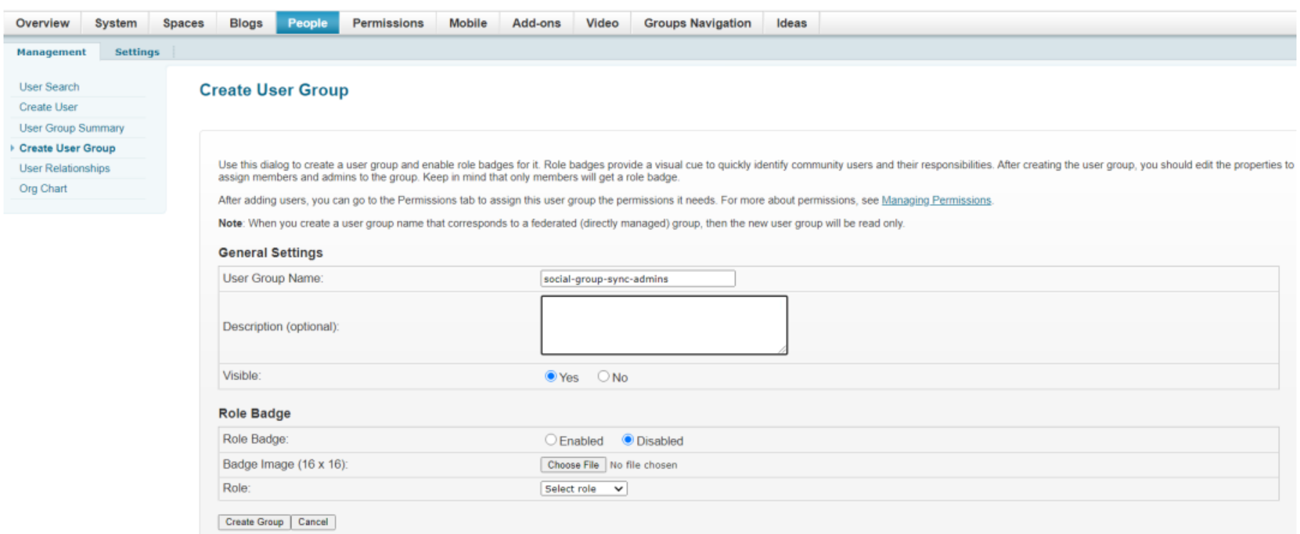
A user must have at least Manage System permissions to configure add-ons.

Configuring user groups for Social Group Sync

The Social Group Sync add-on uses user groups to provide secure access to the add-on features.

To configure user groups for the Social Group Sync add-on:

1. Go to the user group configuration page:
   - **Admin Console** > **Permissions** > **User Groups**
   - **Advanced Admin Console** > **People** > **Management** > **Create User Group**
2. Under **General Settings**, enter a user group name and click **Create Group**.



   For this example, we are creating a `social-group-sync-admins` user group.
3. Add the concerned administrators as members to this user group.
4. Save the changes.

Applying user groups to Social Group Sync

Add the preconfigured user group (or groups) to the Social Group Sync Add-on configuration to allow users of this group to use the add-on.

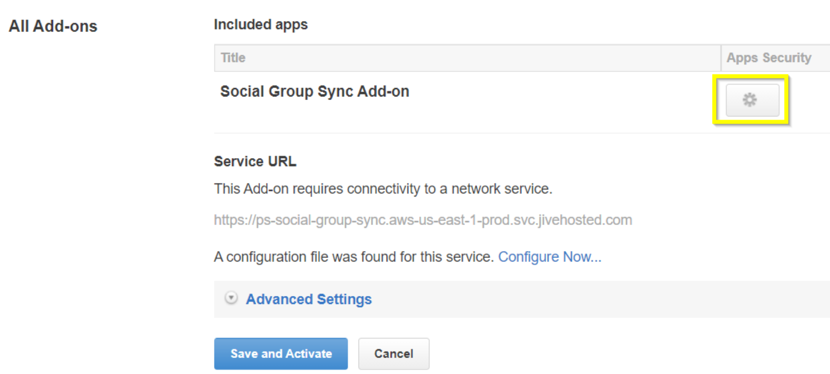
Fastpath: **User interface: Your avatar** > **Add-ons**

A user must have at least Manage System permissions to configure add-ons.

To configure user groups for the Social Group Sync add-on:

1. Go to **User interface: Your avatar** > **Add-ons** > **All Add-ons** > **Installed** .
2. Find **Social Group Sync** in the list, click **the gear icon** > **Settings** .
3. Under **App Security**, click the gear icon next to **Social Group Sync**.

   Figure 49: Social Group Sync add-on security settings

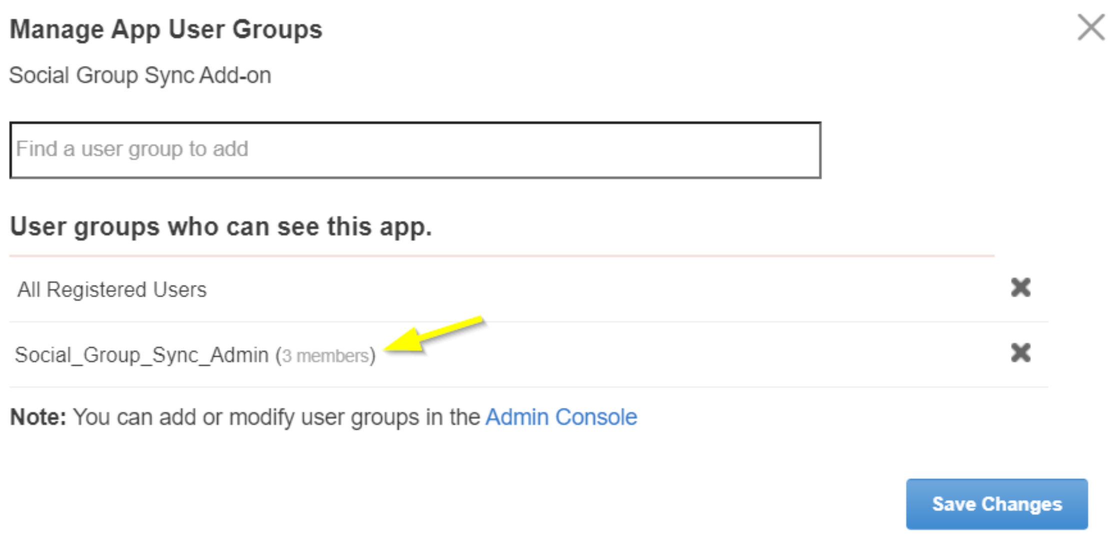
   

   User groups with access to the `social-group-sync-admins` feature are listed here. By default, the **All registered users** user group is used.

4. Remove **All registered users** and add the user groups which should have access to the feature.

In this example, we are adding the `social-group-sync-admins` user group.

Figure 50: Configuring user groups for the Social Group Sync add-on



5. Click **Save Changes**.
6. Click **Configure now**.
7. Click **Save and Activate** to apply the changes.
8. Click **Save Changes**.
9. Click **Configure now**.
10Click **Save and Activate** to apply the changes.

Members of the specified user groups (`social-group-sync-admins` in the example) can now configure and use the Social Group Sync add-on.

Accessing the Social Group Sync add-on

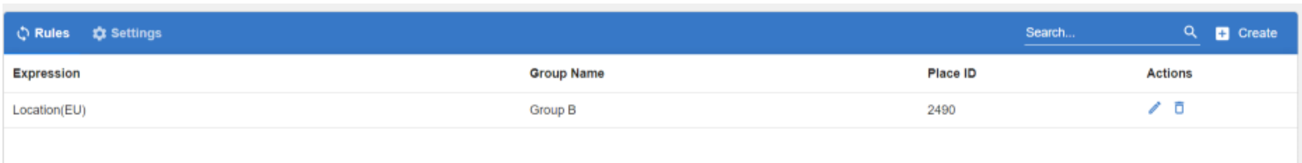
Here you can find details on accessing the Social Group Sync add-on.

The Configuration Panel for setting the Social Group Sync Add-on rules is accessible via:

Fastpath:

- **Pencil Icon** > **Social Group Sync**
- Direct link: `<instance URL>/apps/profile-social-group-sync-add-on`

Attention: The Configuration Panel for the Social Group Sync Add-on is accessible only to the members added in the user groups added to the add-on configuration, as described in Applying user groups to Social Group Sync on page 338.



Creating rules for the Social Group Sync add-on

Here you can find details on creating rules for the Social Group Sync add-on.

Fastpath:

- **Pencil Icon** > **Social Group Sync**
- Direct link: <instance URL>/apps/profile-social-group-sync-add-on

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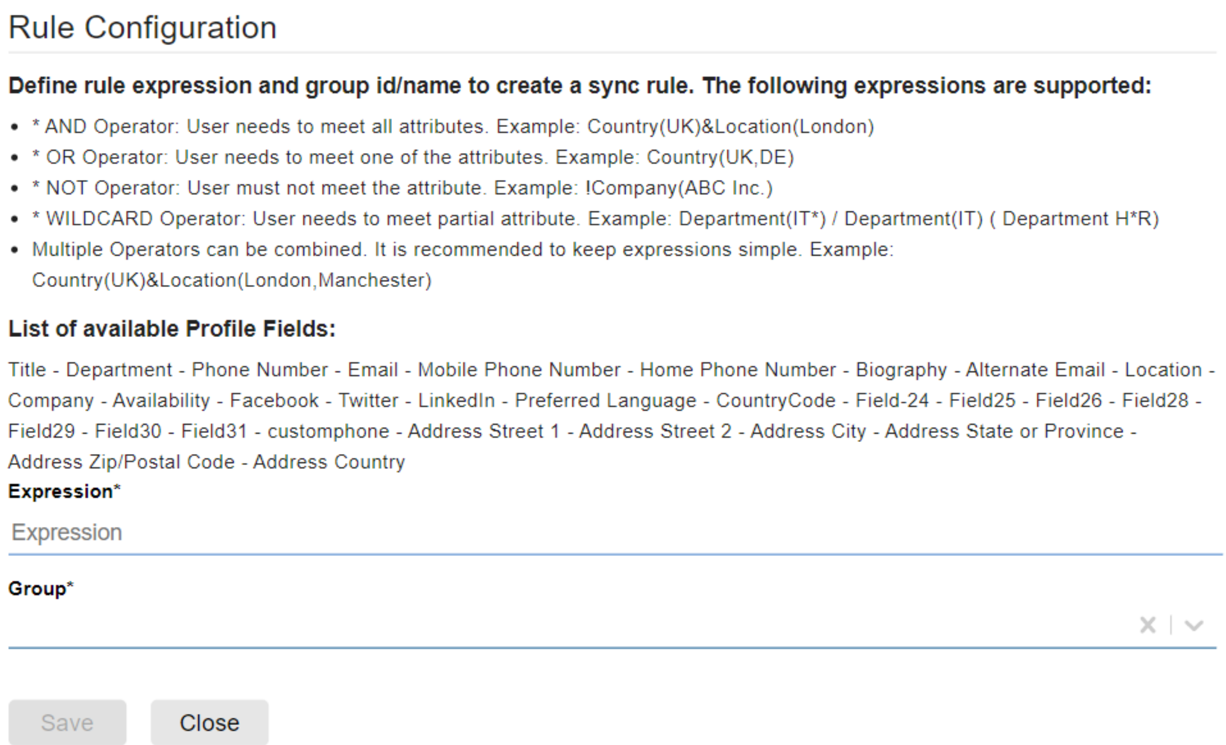
Attention: The Configuration Panel for the Social Group Sync Add-on is accessible only to the members added in the user groups added to the add-on configuration, as described in Applying user groups to Social Group Sync on page 338.

To set the **Rule Configuration** for a new rule:

1. Go to the add-on Control Panel:
   - **Pencil Icon** > **Social Group Sync**
   - Direct link: <instance URL>/apps/profile-social-group-sync-add-on
2. Click **Create+**.
3. Add an **Expression** using the relevant Profile Field(s) of the users who need to be added.
4. Provide the **Group ID/Name** of the Group to which the selected users are to be added.



5. **Save** the rule.

Group configuration created successfully.

Editing and deleting rules for the Social Group Sync add-on

Here you can find details on editing and deleting rules for the Social Group Sync add-on.

Fastpath:

- **Pencil Icon** > **Social Group Sync**
- Direct link: `<instance URL>/apps/profile-social-group-sync-add-on`

Attention: The Configuration Panel for the Social Group Sync Add-on is accessible only to the members added in the user groups added to the add-on configuration, as described in Applying user groups to Social Group Sync on page 338.

To edit or delete an existing rule:

1. Go to the add-on Control Panel:
   - **Pencil Icon** > **Social Group Sync**
   - Direct link: <instance URL>/apps/profile-social-group-sync-add-on
2. To edit a rule, select the pencil icon provided for the rule.
3. To delete an existing rule, click the Trash Can icon.

Expression	Group Name
Location(EU)	Group B

Caution: Deleting a rule: Item with group will remove all users added by the rule during the next sync execution.

Synchronization

Here you can find details on synchronizing the Social Group Sync add-on.

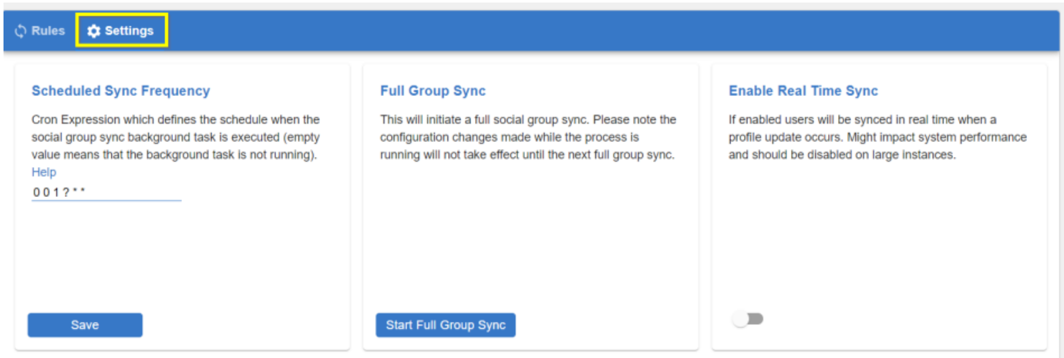
Fastpath:

- **Pencil Icon** > **Social Group Sync**
- Direct link: <instance URL>/apps/profile-social-group-sync-add-on

Attention: The Configuration Panel for the Social Group Sync Add-on is accessible only to the members added in the user groups added to the add-on configuration, as described in Applying user groups to Social Group Sync on page 338.

To edit or delete an existing rule:

1. Go to the add-on Control Panel:
   - **Pencil Icon** > **Social Group Sync**
   - Direct link: <instance URL>/apps/profile-social-group-sync-add-on
2. Go to **Settings**.



- **Scheduled Sync Frequency**: Cron job expression to define a schedule of sync.

Note: Use Help for more information on how to set up the Cron expression.

- **Full Group Sync**: Manual execution of sync.
- **Real Time Sync**: Real-time update on user profile change. Might impact system performance and should be disabled on large instances.

Note there may be a latent update of approximately 15 seconds in processing the synchronization results.

Other

Here you can find other details.

- Users are added to or removed from the Jive Social Group as Members (and not as Admins) if their Profile data meets the requirements of the Expression.
- Users are added, only if they are not already a member of the Jive Social Group.
- Users can still be manually added to/removed from a Jive Social Group.
- Users who are added manually to a Jive Social Group will not be removed with rule update or deletion.

User properties (profile fields) supported

Here you can find the list of supported profile fields.

All fields displayed in the **List of available Profile Fields** in the **Rule Configuration** are supported.

Rule Configuration

Define rule expression and group id/name to create a sync rule. The following expressions are supported:

- * AND Operator: User needs to meet all attributes. Example: Country(UK)&Location(London)
- * OR Operator: User needs to meet one of the attributes. Example: Country(UK,DE)
- * NOT Operator: User must not meet the attribute. Example: !Company(ABC Inc.)
- * WILDCARD Operator: User needs to meet partial attribute. Example: Department(IT*) / Department(IT) (Department H*R)
- Multiple Operators can be combined. It is recommended to keep expressions simple. Example: Country(UK)&Location(London,Manchester)

List of available Profile Fields:

Title - Department - Phone Number - Email - Mobile Phone Number - Home Phone Number - Biography - Alternate Email - Location - Company - Availability - Facebook - Twitter - LinkedIn - Preferred Language - CountryCode - Field-24 - Field25 - Field26 - Field28 - Field29 - Field30 - Field31 - customphone - Address Street 1 - Address Street 2 - Address City - Address State or Province - Address Zip/Postal Code - Address Country

Note that:

- Alternate Email: This is displayed as `Personal Email` in the **Admin Console** > **User Property** field.
- Custom fields: Relate to user-defined fields. For example: `CountryCode`, `custom-phone`, `Field-24`, `Field25`.
- Address fields: Relate to the fields under **Address** in the **Admin Console** > **User Property** . For example: `Street 1`, `Street 2`, `City`, `State or Province`, `Zip/Postal Code`, `Country`.

Attention: Date fields are not supported.

Expressions in rules

Here you can find the list of supported expressions in rules.

- Expressions comprise of a profile field name and value in parentheses, for example: `Department(Sales)`
- The field name should be an exact match of the Profile field name as given in the **List of available Profile Fields** on the **Rules Configuration** page:

List of available Profile Fields:

Title - Department - Phone Number - Email - Mobile Phone Number - Home Phone Number - Biography - Alternate Email - Location - Company - Availability - Facebook - Twitter - LinkedIn - Preferred Language - CountryCode - Field-24 - Field25 - Field26 - Field28 - Field29 - Field30 - Field31 - customphone - Address Street 1 - Address Street 2 - Address City - Address State or Province - Address Zip/Postal Code - Address Country

- Multiple field name and value pairs can be joined with:
  - AND operator `&`, where User needs to meet all attributes.

    Example: `Country(UK)&Location(London)`
  - OR operator `,`, where User needs to meet one of the attributes.

    Example: `Country(UK,US)`
  - WILDCARD operator `*`, where User needs to meet partial attribute.

Examples: `Department(IT*)`, `Department(IT)`, `( Department H*R)`

- NOT operator: `!`, where a rule can be negated by adding `!` in front a field name and value pair.

  Example: `!Company(ABC Inc.)`

Important: Multiple Operators can be combined. It is recommended to keep expressions simple. For example: `Country(UK)&Location(London,Manchester)`

User Group Sync add-on

With Profile Sync add-ons, administrators are able to create a series of dynamic and flexible rules which is required when striving to maintain healthy places.

The Profile Sync add-on has two versions – one geared for **user groups** and the other for **social groups**.

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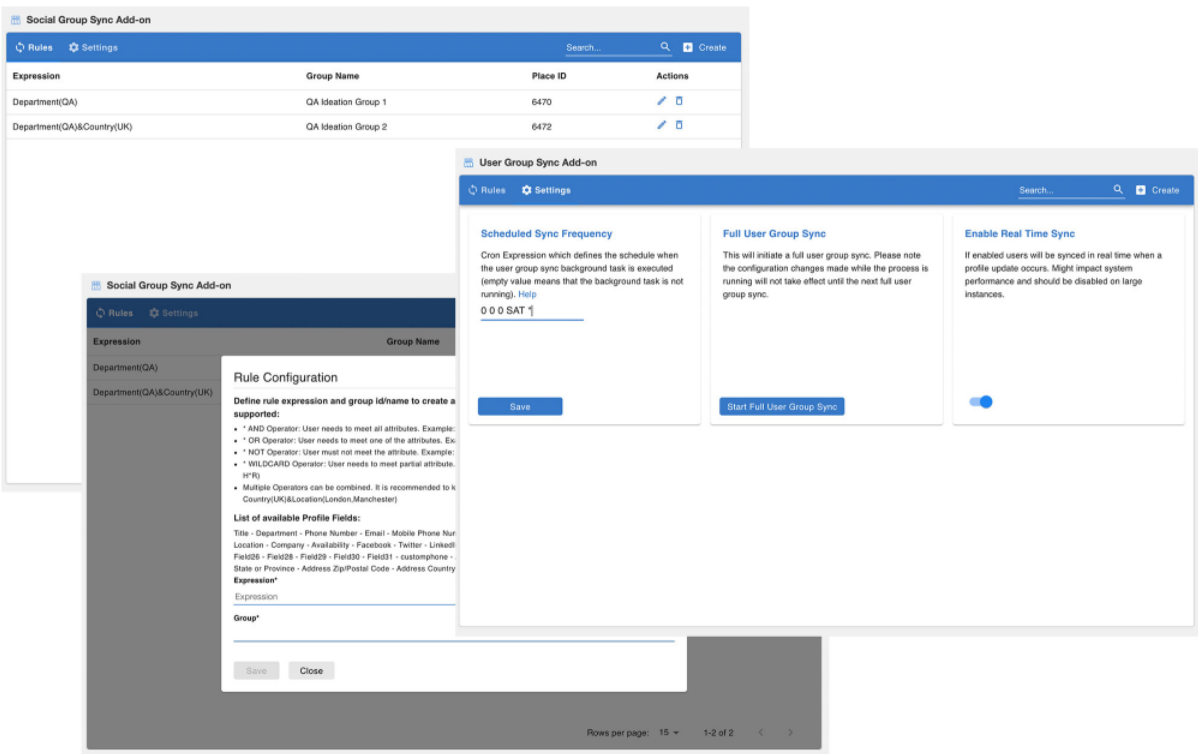
Space and social group managers are responsible for starting, growing, managing, and monitoring their space or group – their 'place'.

Profile Sync add-ons aim to solve a series of problems to help maintain healthy groups, including:

- Managing membership in user groups or social groups with ease with configurable rules based on user's profile information.
- Simplifying onboarding new employees into the correct collaboration groups without the need of manually inviting them, allowing employees to collaborate from day 1.
- Automatically reassigning employees when they switch departments or roles within the organization – keeping your memberships up to date and honest.
- Ensuring users have access to proper places that are most relevant to them.

With Profile Sync add-ons, administrators are able to create a series of dynamic and flexible rules, including, but not limited to the following:

- Expressions composed of a profile field name and value, for example, `Department(Sales)`
- Multiple field name and value pairs joined with `&` (AND operator) and `,` (OR operator), for example, `Country(UK)&Location(London)`
- Negating rules by adding `!` in front a field name and value pair, for example, `!Company(ABC Inc.)`
- Employing the wildcard operator `*` anywhere in the field name, for example, `Title(*Engineer*)`
- Adding multiple field values within parentheses using commas which denote an OR operator, for example, `Location(UK,US)`



Installing User Group Sync Add-on

Open a support with the Support to install this add-on.

Configuring User Group Sync Add-on

User Group Sync Add-on is an add-on that uses user groups for determining access.

Fastpath: Admin Console > Permissions > User Groups

Fastpath: Advanced Admin Console > People > Management > Create User Group

Fastpath: User interface: Your avatar > Add-ons

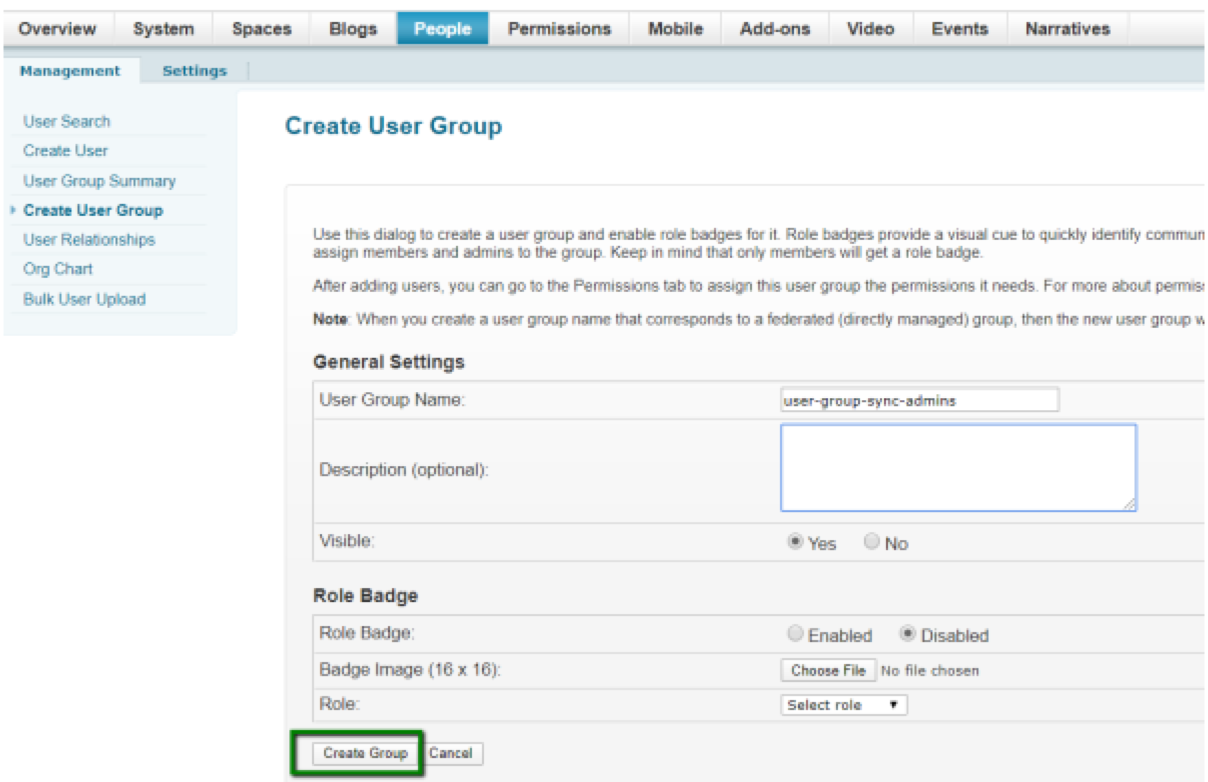
A user must have at least Manage System permissions to configure add-ons.

Configuring user groups for User Group Sync

The User Group Sync add-on uses user groups to provide secure access to the add-on features.

To configure user groups for the User Group Sync add-on:

1. Go to the user group configuration page:
   - **Admin Console** > **Permissions** > **User Groups**
   - **Advanced Admin Console** > **People** > **Management** > **Create User Group**
2. Under **General Settings**, enter a user group name and click **Create Group**.

   For this example, we are creating a `user-group-sync-admins` user group.
3. Add the concerned administrators as members to this user group.
4. Save the changes.

Applying user groups to User Group Sync

Add the preconfigured user group (or groups) to the User Group Sync Add-on configuration to allow users of this group to use the add-on.

Fastpath: **User interface: Your avatar** > **Add-ons**

A user must have at least Manage System permissions to configure add-ons.

To configure user groups for the User Group Sync add-on:

1. Go to **User interface: Your avatar** > **Add-ons** > **All Add-ons** > **Installed** .
2. Find **User Group Sync** in the list, click **the gear icon** > **Settings** .
3. Under **App Security**, click the gear icon next to **User Group Sync**.

   User groups with access to the `user-group-sync-admins` feature are listed here. By default, the **All registered users** user group is used.

4. Remove **All registered users** and add the user groups which should have access to the feature.

   In this example, we are adding the `user-group-sync-admins` user group.

5. Click **Save Changes**.
6. Click **Configure now**.
7. Click **Save and Activate** to apply the changes.

Members of the specified user groups (`user-group-sync-admins` in the example) can now configure and use the User Group Sync add-on.

Accessing the User Group Sync add-on

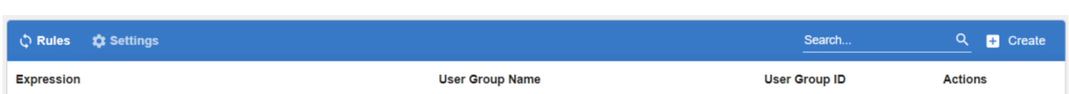
Here you can find details on asccessing the User Group Sync add-on.

The Configuration Panel for setting the User Group Sync Add-on rules is accessible via:

Fastpath:

- **Pencil Icon** > **User Group Sync**
- Direct link: `<instance URL>/apps/profile-user-group-sync-add-on`

Attention: The Configuration Panel for the User Group Sync Add-on is accessible only to the members added in the user groups added to the add-on configuration, as described in Applying user groups to User Group Sync on page 348.



Creating rules for the User Group Sync add-on

Here you can find details on creating rules for the User Group Sync add-on.

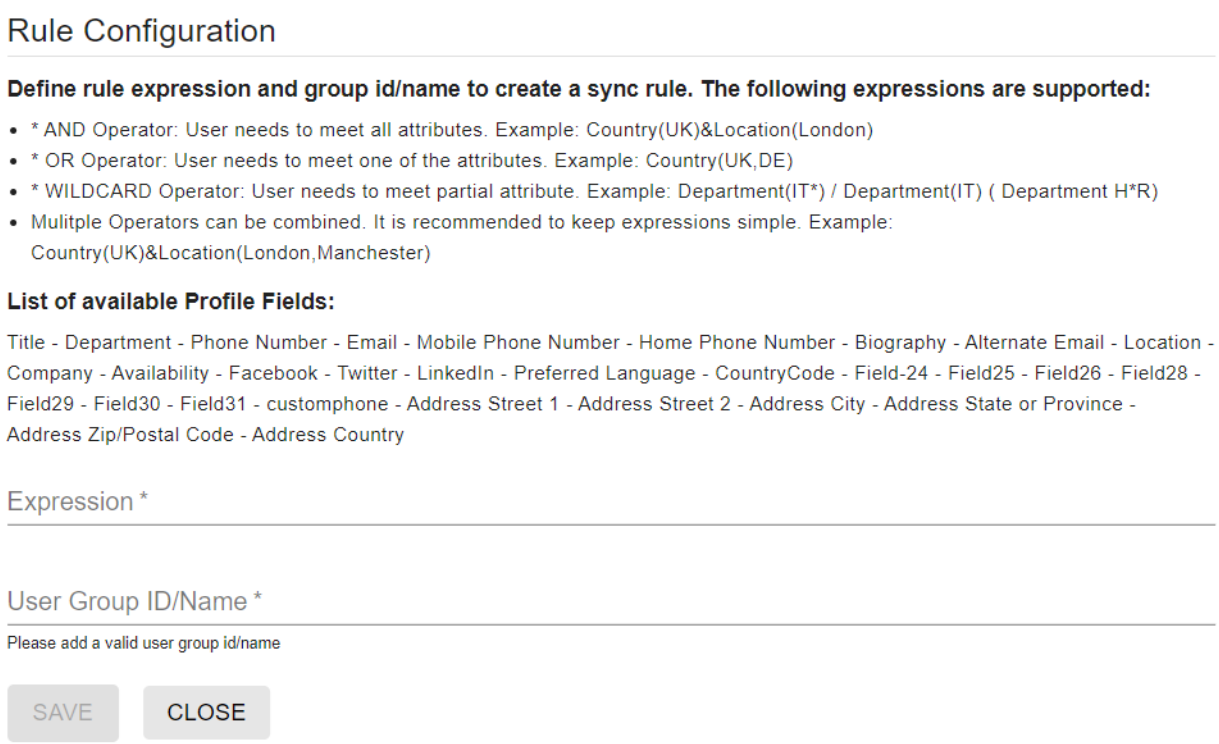
Fastpath:

- **Pencil Icon** > **User Group Sync**
- Direct link: `<instance URL>/apps/profile-user-group-sync-add-on`

Attention: The Configuration Panel for the User Group Sync Add-on is accessible only to the members added in the user groups added to the add-on configuration, as described in Applying user groups to User Group Sync on page 348.

To set the **Rule Configuration** for a new rule:

1. Go to the add-on Control Panel:
   - **Pencil Icon** > **User Group Sync**
   - Direct link: `<instance URL>/apps/profile-user-group-sync-add-on`
2. Click **Create+**.
3. Add an **Expression** using the relevant Profile Field(s) of the users who need to be added.
4. Provide the **Group ID/Name** of the Group to which the selected users are to be added.



5. **Save** the rule.

Group configuration created successfully.

Editing and deleting rules for the User Group Sync add-on

Here you can find details on editing and deleting rules for the User Group Sync add-on.

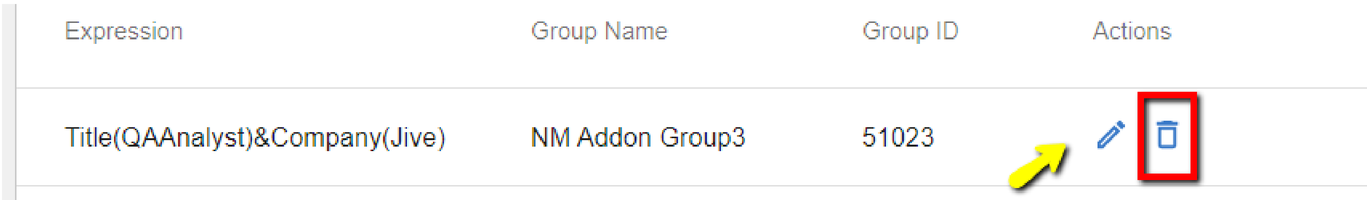
Fastpath:

- **Pencil Icon** > **User Group Sync**
- Direct link: `<instance URL>/apps/profile-user-group-sync-add-on`

Attention: The Configuration Panel for the User Group Sync Add-on is accessible only to the members added in the user groups added to the add-on configuration, as described in Applying user groups to User Group Sync on page 348.

To edit or delete an existing rule:

1. Go to the add-on Control Panel:
   - **Pencil Icon** > **User Group Sync**
   - Direct link: <instance URL>/apps/profile-user-group-sync-add-on
2. To edit a rule, select the pencil icon provided for the rule.
3. To delete an existing rule, click the Trash Can icon.



Caution: Deleting a rule: Item with group will remove all users added by the rule during the next sync execution.

Synchronization

Here you can find details on synchronizing the User Group Sync add-on.

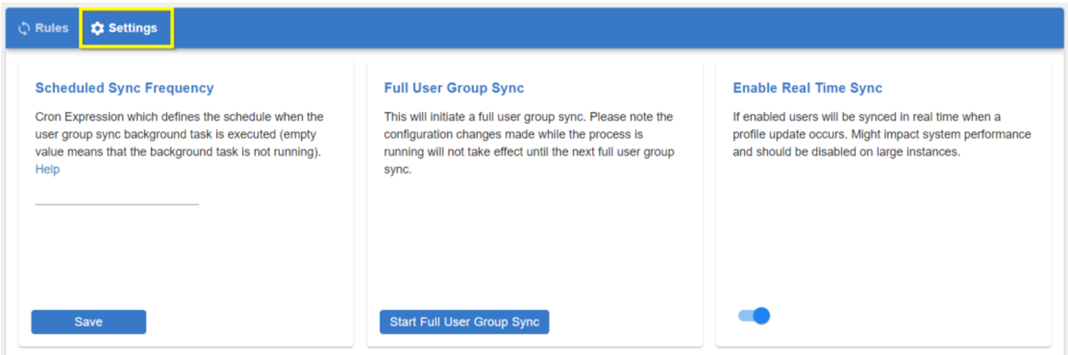
Fastpath:

- **Pencil Icon** > **User Group Sync**
- Direct link: <instance URL>/apps/profile-user-group-sync-add-on

Attention: The Configuration Panel for the User Group Sync Add-on is accessible only to the members added in the user groups added to the add-on configuration, as described in Applying user groups to User Group Sync on page 348.

To edit or delete an existing rule:

1. Go to the add-on Control Panel:
   - **Pencil Icon** > **User Group Sync**
   - Direct link: <instance URL>/apps/profile-user-group-sync-add-on
2. Go to **Settings**.



- **Scheduled Sync Frequency**: Cron job expression to define a schedule of sync.

  Note: Use Help for more information on how to set up the Cron expression.

- **Full Group Sync**: Manual execution of sync.
- **Real Time Sync**: Real-time update on user profile change. Might impact system performance and should be disabled on large instances.

Note there may be a latent update of approximately 15 seconds in processing the synchronization results.

Other

Here you can find other details.

- Users are added to or removed from the Jive User Group as Members (and not as Admins) if their Profile data meets the requirements of the Expression.
- Users are added, only if they are not already a member of the Jive User Group.
- Users can still be manually added to/removed from a Jive User Group.
- Users who are added manually to a Jive User Group will not be removed with rule update or deletion.

User properties (profile fields) supported

Here you can find the list of supported profile fields.

All fields displayed in the **List of available Profile Fields** in the **Rule Configuration** are supported.

Rule Configuration

Define rule expression and group id/name to create a sync rule. The following expressions are supported:

- * AND Operator: User needs to meet all attributes. Example: Country(UK)&Location(London)
- * OR Operator: User needs to meet one of the attributes. Example: Country(UK,DE)
- * NOT Operator: User must not meet the attribute. Example: !Company(ABC Inc.)
- * WILDCARD Operator: User needs to meet partial attribute. Example: Department(IT*) / Department(IT) (Department H*R)
- Multiple Operators can be combined. It is recommended to keep expressions simple. Example: Country(UK)&Location(London,Manchester)

List of available Profile Fields:

Title - Department - Phone Number - Email - Mobile Phone Number - Home Phone Number - Biography - Alternate Email - Location - Company - Availability - Facebook - Twitter - LinkedIn - Preferred Language - CountryCode - Field-24 - Field25 - Field26 - Field28 - Field29 - Field30 - Field31 - customphone - Address Street 1 - Address Street 2 - Address City - Address State or Province - Address Zip/Postal Code - Address Country

Note that:

- Alternate Email: This is displayed as `Personal Email` in the **Admin Console** > **User Property** field.
- Custom fields: Relate to user-defined fields. For example: `CountryCode`, `custom-phone`, `Field-24`, `Field25`.
- Address fields: Relate to the fields under **Address** in the **Admin Console** > **User Property**. For example: `Street 1`, `Street 2`, `City`, `State or Province`, `Zip/Postal Code`, `Country`.

Attention: Date fields are not supported.

Expressions in rules

Here you can find the list of supported expressions in rules.

- Expressions comprise of a profile field name and value in parentheses, for example: `Department(Sales)`
- The field name should be an exact match of the Profile field name as given in the **List of available Profile Fields** on the **Rules Configuration** page:

List of available Profile Fields:

Title - Department - Phone Number - Email - Mobile Phone Number - Home Phone Number - Biography - Alternate Email - Location - Company - Availability - Facebook - Twitter - LinkedIn - Preferred Language - CountryCode - Field-24 - Field25 - Field26 - Field28 - Field29 - Field30 - Field31 - customphone - Address Street 1 - Address Street 2 - Address City - Address State or Province - Address Zip/Postal Code - Address Country

- Multiple field name and value pairs can be joined with:
  - AND operator `&`, where User needs to meet all attributes.

    Example: `Country(UK)&Location(London)`
  - OR operator `,`, where User needs to meet one of the attributes.

    Example: `Country(UK,US)`
  - WILDCARD operator `*`, where User needs to meet partial attribute.

Examples: `Department(IT*)`, `Department(IT)`, `( Department H*R)`

Important: Multiple Operators can be combined. It is recommended to keep expressions simple. For example: `Country(UK)&Location(London,Manchester)`