



Jive Interactive Intranet

Cloud Administrator Guide

Jive Extensions: Microsoft Teams Add-on and Tile

Notices

For details, see the following topics:

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

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Aurea global support

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- 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

Microsoft Teams add-on

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

The screenshot shows a user profile for Amy Doberman in the Human Resources department. The profile includes a profile picture, a bio, and contact information such as email (amy.dobler@go.jivesoftware.com), location (Switzerland), and phone number (555) 555-1212. The user has 666 points and is at Level 3. A red box highlights a Microsoft Teams icon in the bottom left corner of the profile card, next to the 'Follow' and 'Message' buttons.

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

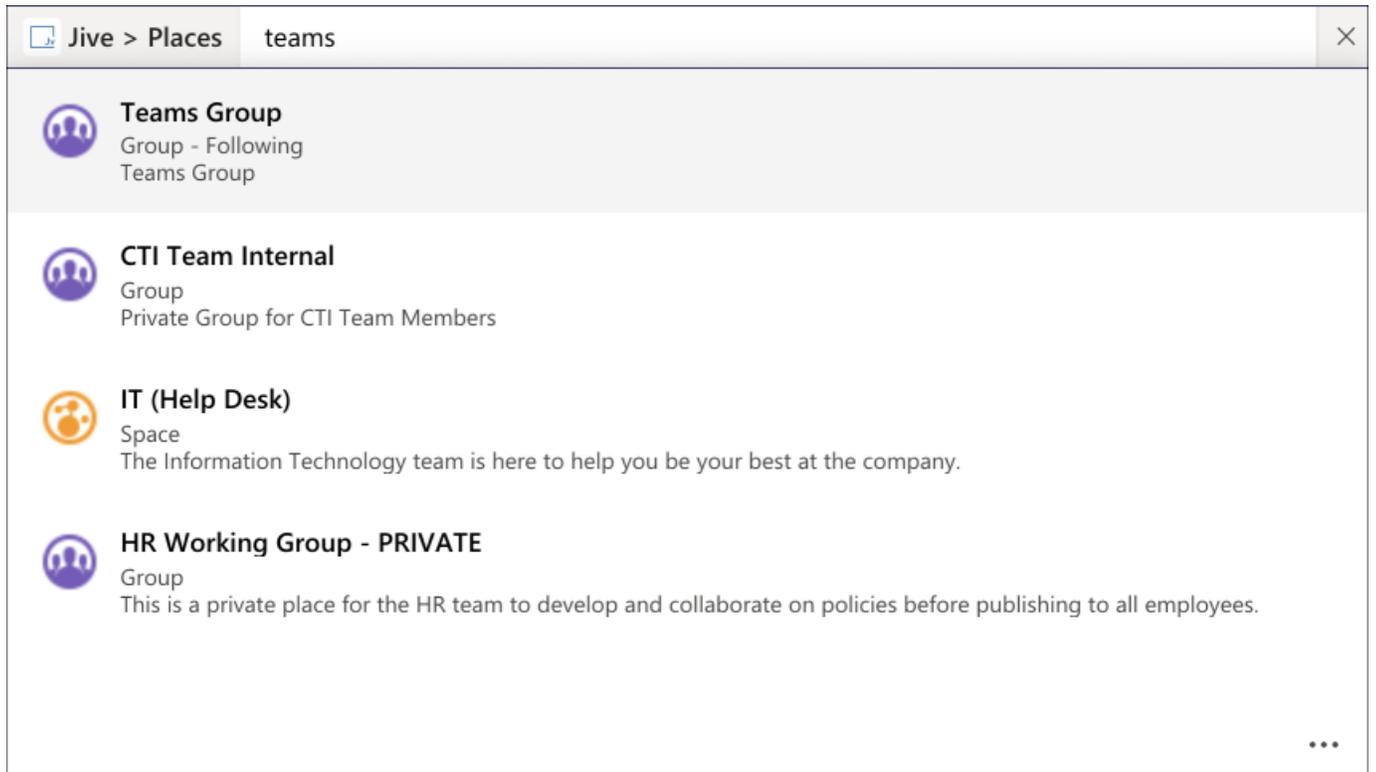
Chat



David Nixon

Offline

Chat



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.

For details, see the following topics:

- [Setting up the Microsoft Teams Add-on](#)
- [Creating Teams Status tiles](#)
- [Copying settings from another tile](#)
- [Requirements for the Microsoft Teams connection](#)
- [Accessing Microsoft Teams from Jive](#)
- [Accessing Jive from Microsoft Teams](#)
- [Troubleshooting the Microsoft Teams add-on](#)

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 10.
 - 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 16.
 - c) Test the Teams Chat functionality, as described in [Testing Teams Chat](#) on page 17.

- d) Test the Teams Status tile, as described in [Testing Teams Status tile](#) on page 19.
 - 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 30.
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 23.
 - b) Test the Jive search, as described in [Testing Jive Search from Jive App for Microsoft Teams](#) on page 26.

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 *

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.

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 ?

Use the form below to give the profile field a variable name, a display name and an optional description. If the type of this field is a list, you will enter the options for the list below. Finally, choose the field attributes then click "Finish" to create the profile field.

Name and Type

Field Name: *

Type: Text Field (One or two sentences of text.)

Translations

Language	Display Name	Description	Delete
English *	<input type="text" value="MS Teams Username"/>	<input type="text" value="Type your MS Teams username here"/>	<input type="button" value="DELETE X"/>

Visibility

Users may edit the visibility for this profile field

Default

Everyone

Everyone except external contributors

User's connections

User's colleagues

User's connections & colleagues

Private to the user

Attributes

Required
Users must enter a value for this field.

Filterable
Users can filter based on this field.

Searchable
The value of this field will show up in search results.

Editable
Whether or not the value of the field can be changed by the user.

* Required Field

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

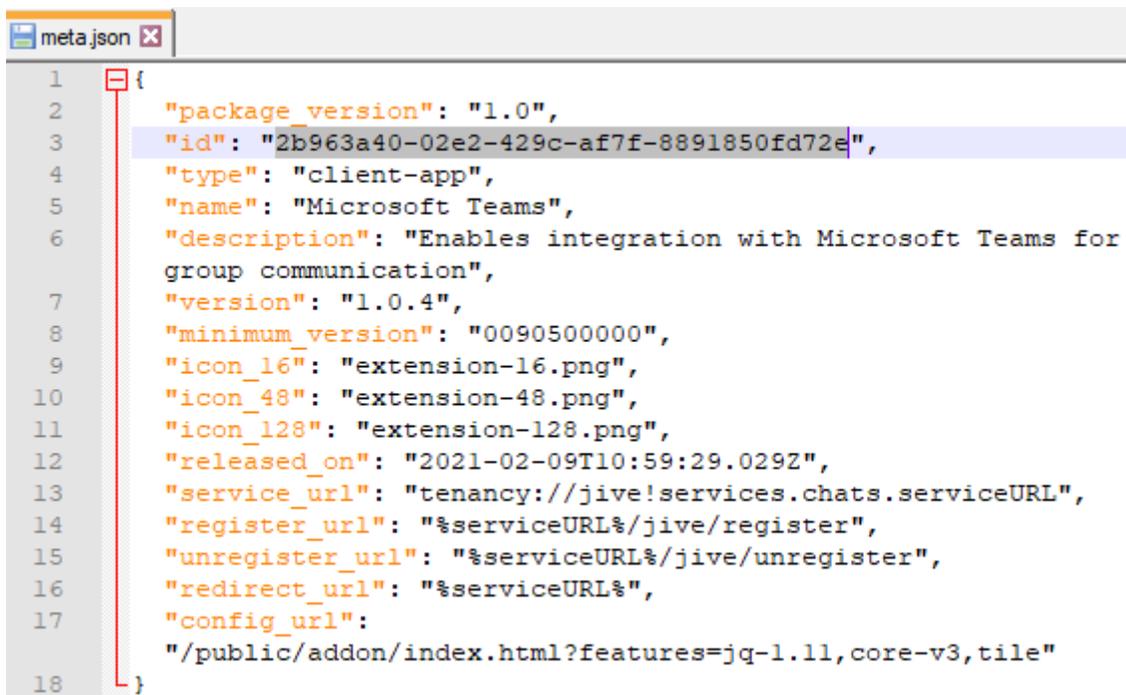
A user must have at least Manage System permissions to install add-ons.

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:

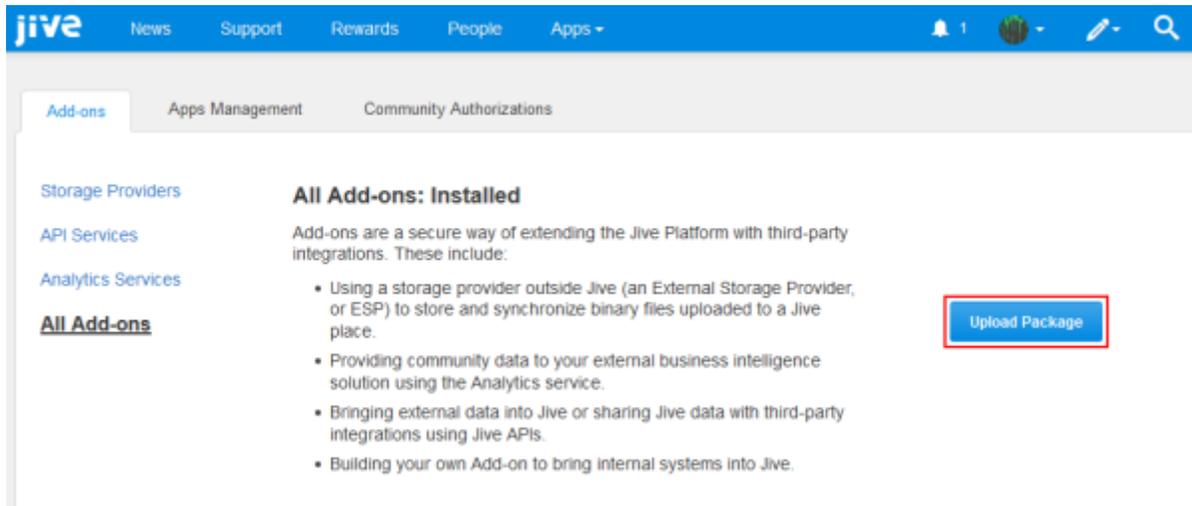
1. Unzip the provided add-on archive.
2. Open the `definition.json` file and copy the `id` field from the file.



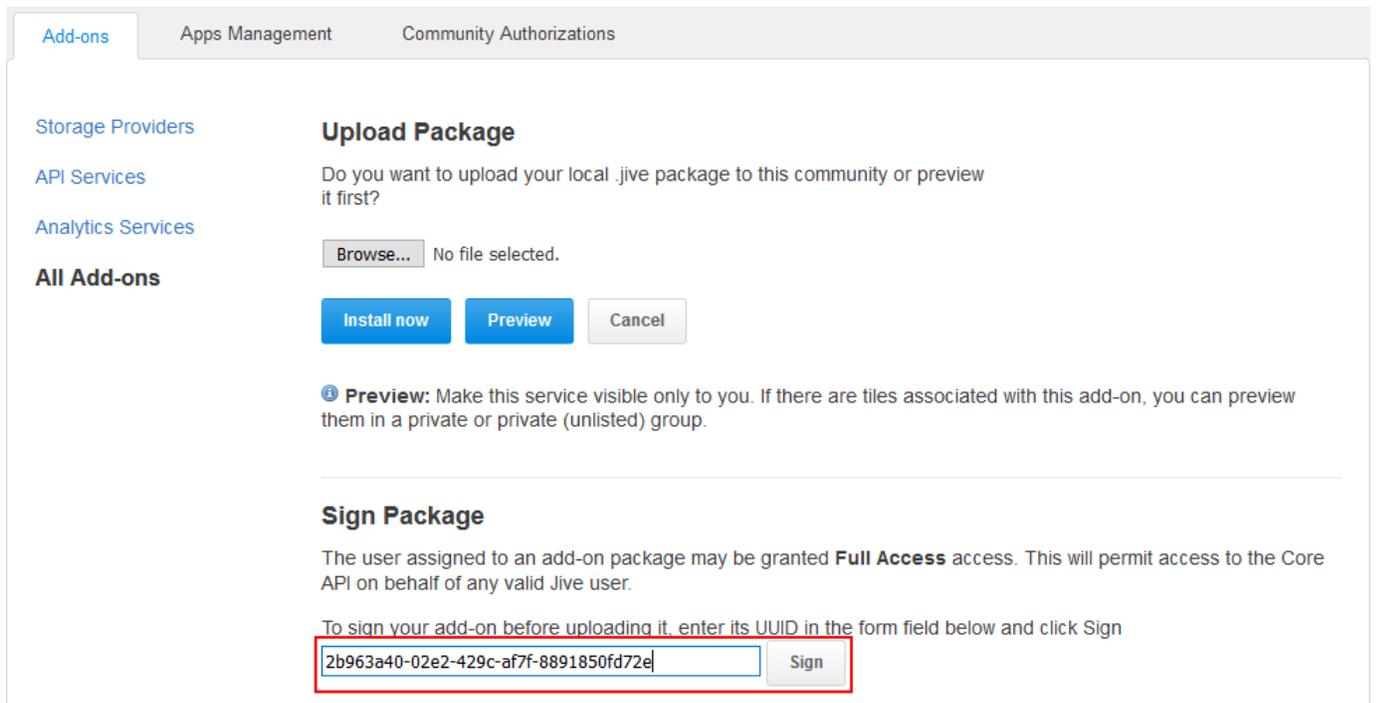
```

1  {
2    "package_version": "1.0",
3    "id": "2b963a40-02e2-429c-af7f-8891850fd72e",
4    "type": "client-app",
5    "name": "Microsoft Teams",
6    "description": "Enables integration with Microsoft Teams for
7    group communication",
8    "version": "1.0.4",
9    "minimum_version": "0090500000",
10   "icon_16": "extension-16.png",
11   "icon_48": "extension-48.png",
12   "icon_128": "extension-128.png",
13   "released_on": "2021-02-09T10:59:29.029Z",
14   "service_url": "tenancy://jive!services.chats.serviceURL",
15   "register_url": "%serviceURL%/jive/register",
16   "unregister_url": "%serviceURL%/jive/unregister",
17   "redirect_url": "%serviceURL%",
18   "config_url":
19     "/public/addon/index.html?features=jq-1.11,core-v3,tile"
20 }
  
```

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 13 into the sign package field and then click **Sign**.



6. Copy the generated signature string.

Sign Package

The user assigned to an add-on package may be granted **Full Access** access. This will permit access to the Core API on behalf of any valid Jive user.

To sign your add-on before uploading it, enter its UUID in the form field below and click Sign

Copy the signature string below and paste it into your definition.json. Remember to rebuild your add-on package before uploading it.

```
-----BEGIN JIVE SIGNATURE-----
```

- Open the unzipped add-on folder from Step Step 1 on page 13. Open the definition.json and paste the signature string at the following line:

```
"jiveServiceSignature": "<<< replace me >>>"
```

```
1 {
2   "integrationUser": {
3     "systemAdmin": true,
4     "jiveServiceSignature": "-----BEGIN JIVE SIGNATURE-----"
5   },
```

- Save the definition.json file.
- 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.

- Go back to the Jive **Add-ons** page and, if you closed the page, click **Upload Package**.

- On the **Upload Package** page, choose the newly compressed package file and then click **Install Now**.

- 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 16.

Designating a profile field to be used by Microsoft Teams

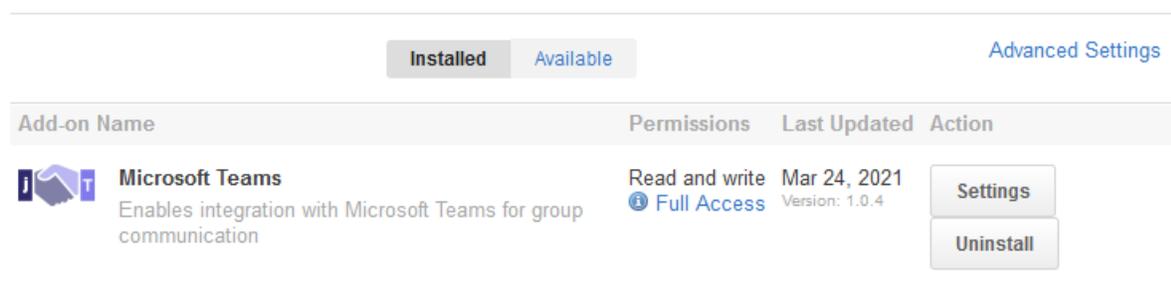
Add the profile field you decided to use to the Microsoft Teams Add-on configuration.

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 1: Microsoft Teams add-on settings



3. Click **Configure Now**.

Service URL

This Add-on requires connectivity to a network service.

<https://ps-chats-addon.aws-us-east-1-prod.svc.jivehosted.com>

A configuration file was found for this service. [Configure Now...](#)

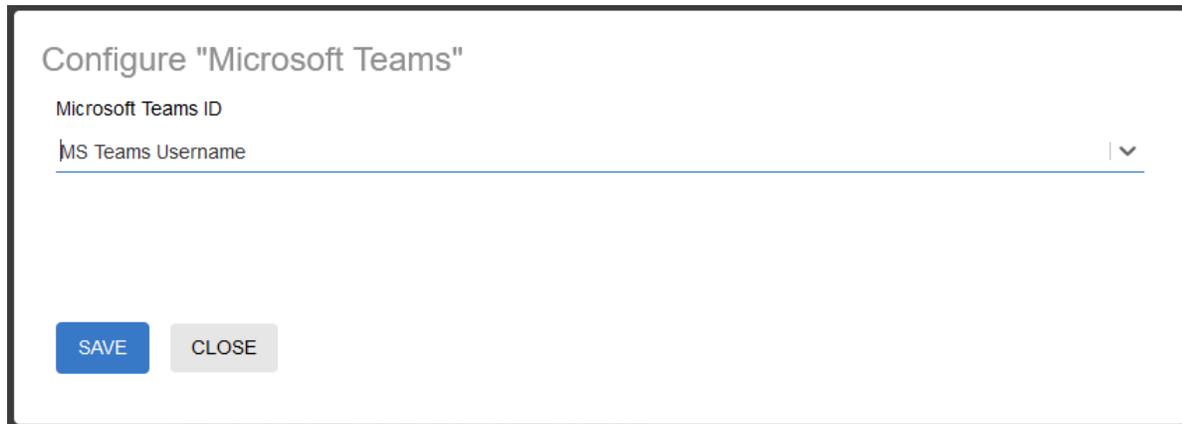
[Advanced Settings](#)

[Save and Activate](#)

[Cancel](#)

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:



Configure "Microsoft Teams"

Microsoft Teams ID

MS Teams Username

SAVE CLOSE

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.

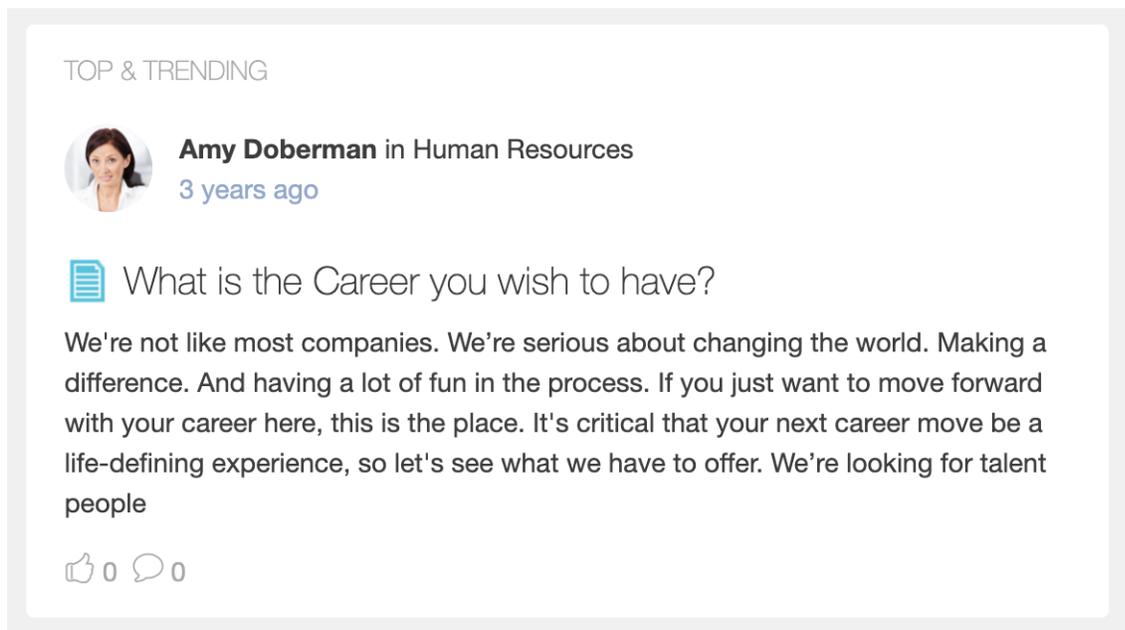
Testing Teams Chat

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.



TOP & TRENDING

 **Amy Doberman** in Human Resources
3 years ago

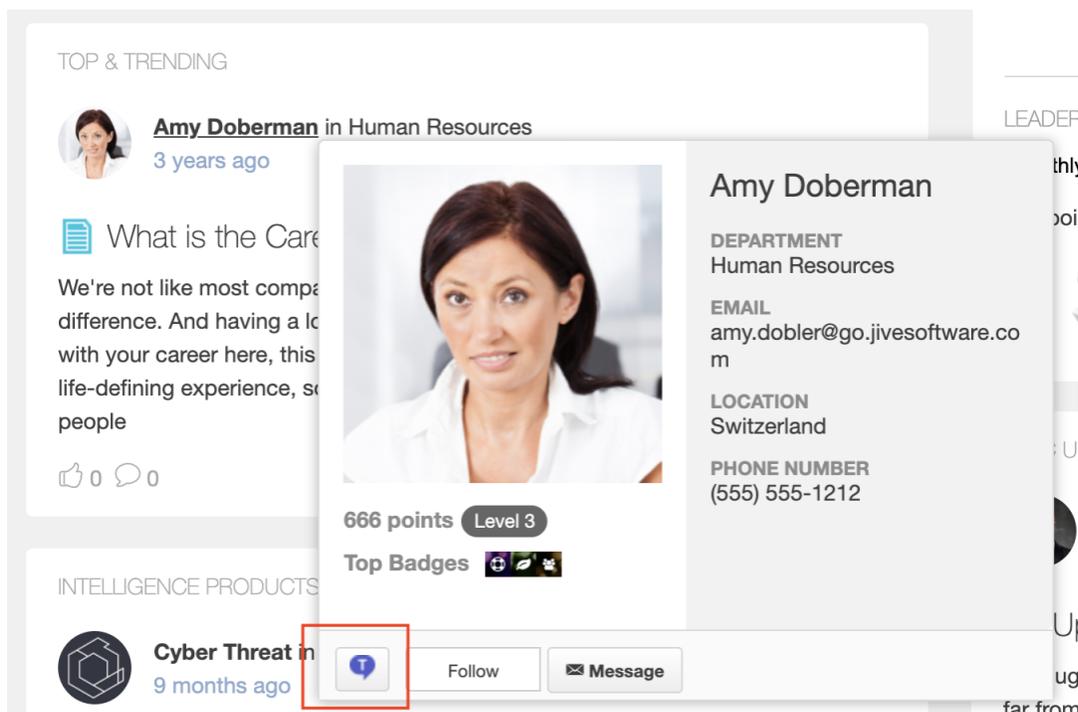
 What is the Career you wish to have?

We're not like most companies. We're serious about changing the world. Making a difference. And having a lot of fun in the process. If you just want to move forward with your career here, this is the place. It's critical that your next career move be a life-defining experience, so let's see what we have to offer. We're looking for talent people

 0  0

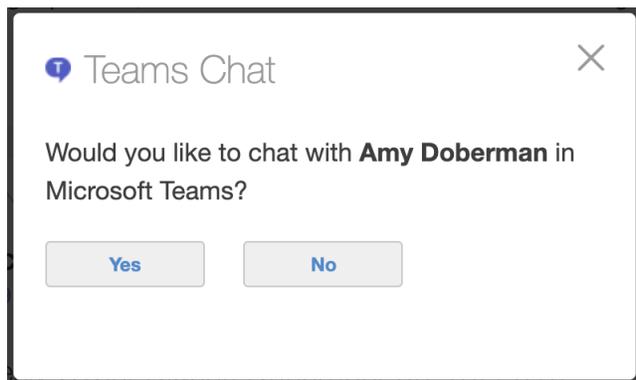
2. Hover over the user's name or avatar until the hover card appears.

A **Teams Chat** button  is added to the hover card.

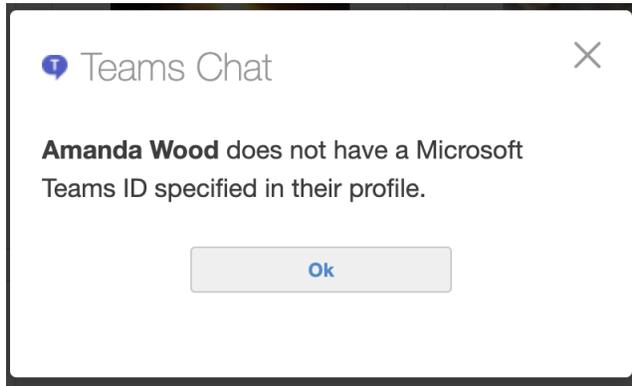


3. Click .

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.

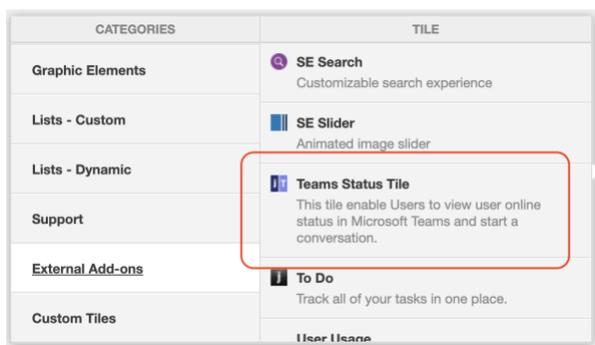
Once Microsoft Teams opens, you can be assured that the add-on is working properly.

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.

Teams Status Tile

Please configure the following "General" settings for

Title

Display tile title?

Headline ▾

Description ▾

Background ▾

Action Link ▾

HTML ▾

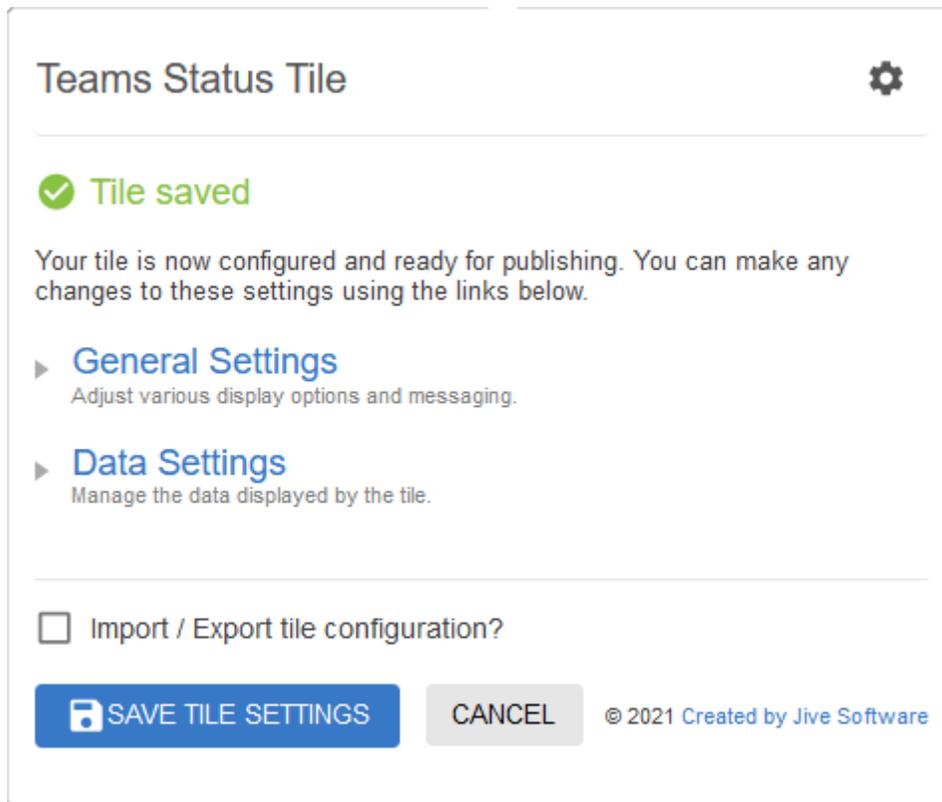
Font Settings ▾

SAVE GENERAL SETTINGS CONTINUE

Import / Export tile configuration?

SAVE TILE SETTINGS CANCEL © 2021 Created by Jive Software

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.



Teams Status Tile 

 **Tile saved**

Your tile is now configured and ready for publishing. You can make any changes to these settings using the links below.

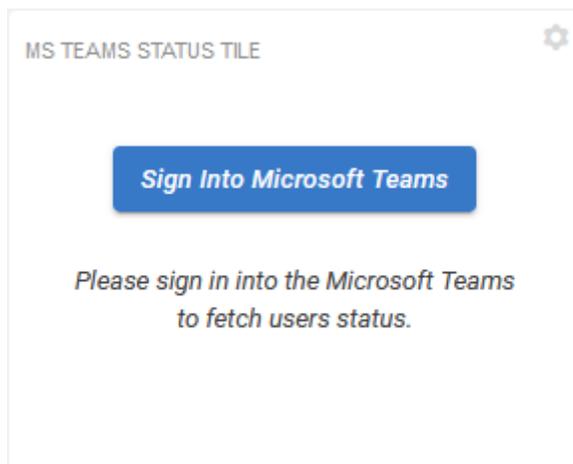
- ▶ **General Settings**
Adjust various display options and messaging.
- ▶ **Data Settings**
Manage the data displayed by the tile.

Import / Export tile configuration?

 **SAVE TILE SETTINGS** **CANCEL** © 2021 Created by Jive Software

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:



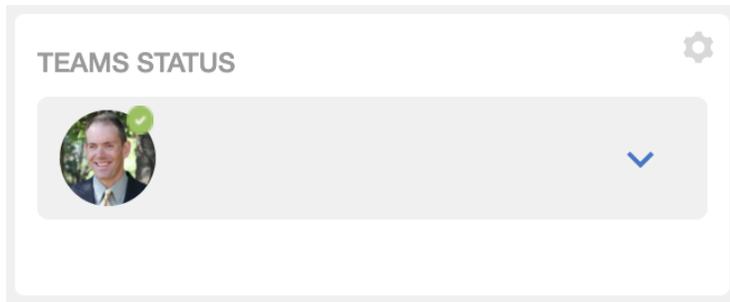
MS TEAMS STATUS TILE 

Sign Into Microsoft Teams

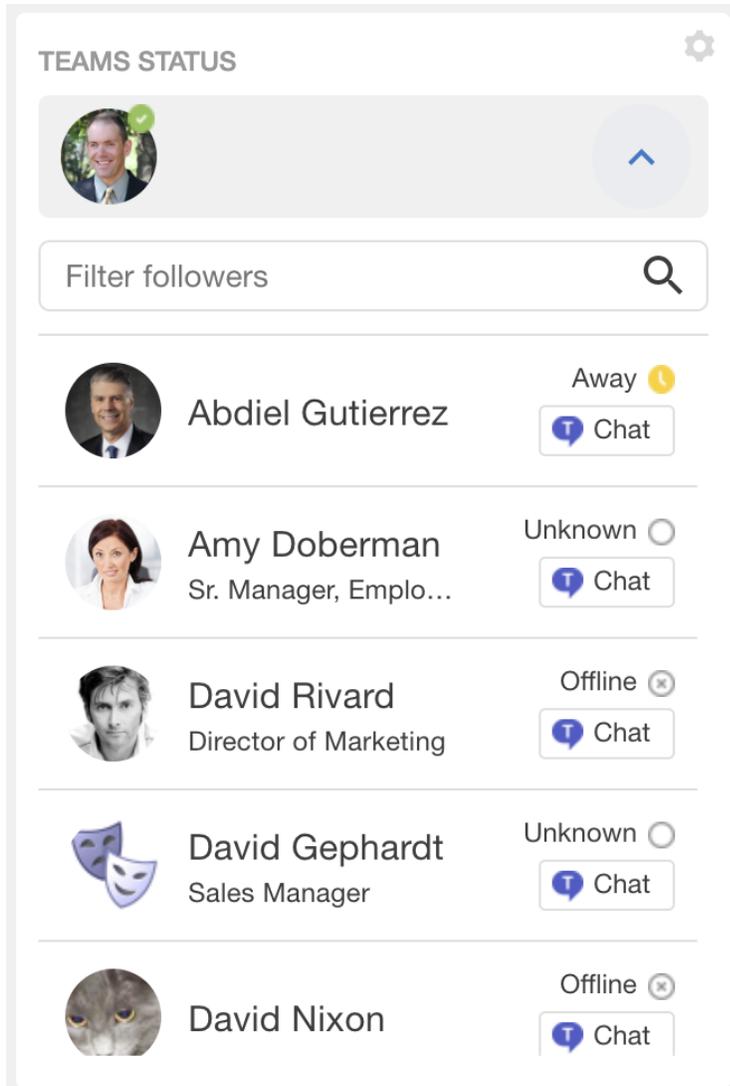
Please sign in into the Microsoft Teams to fetch users status.

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.



10 Click 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 17.

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.

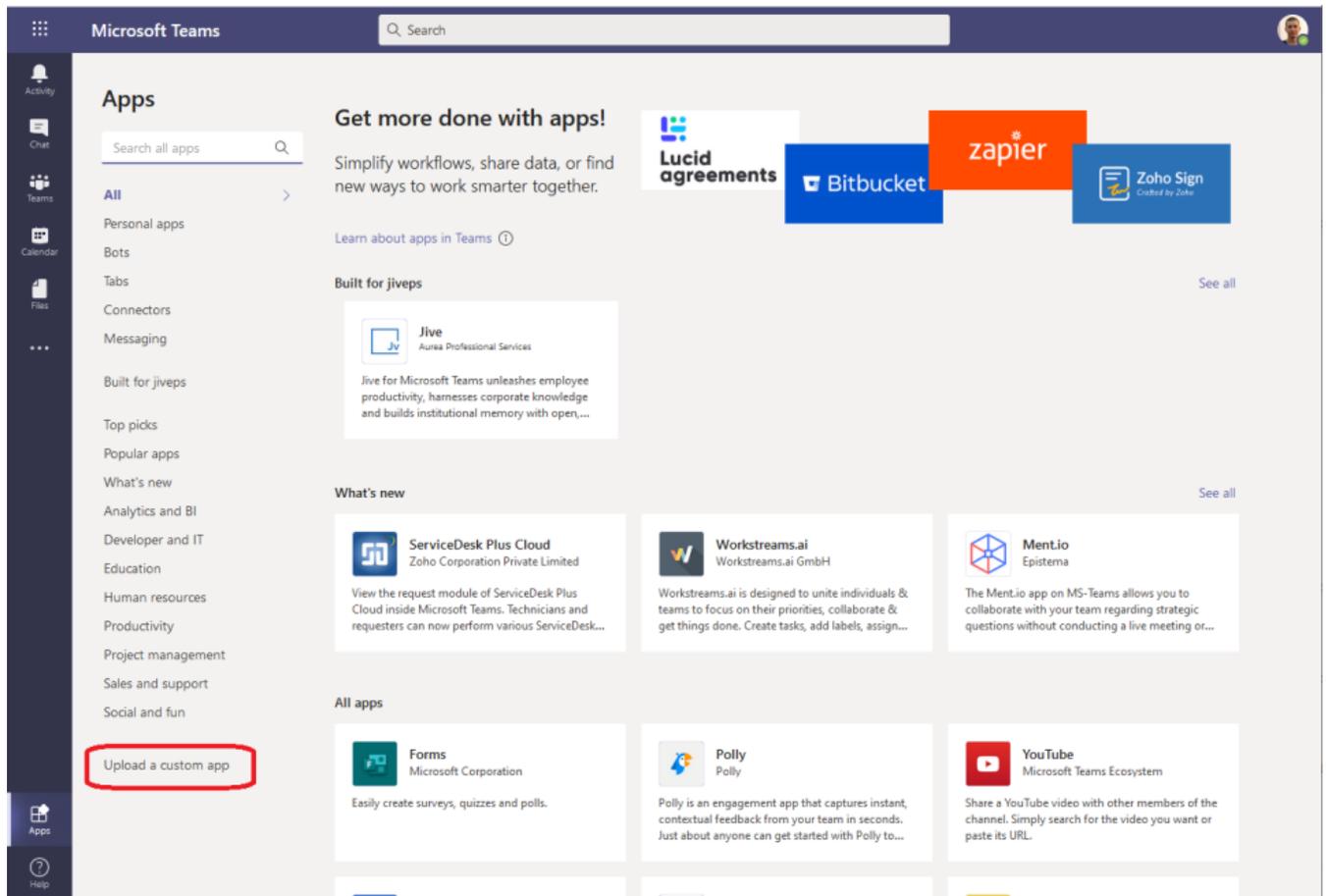
Before installing Jive App for Microsoft Teams on Microsoft Teams, you must do the following:

- Install the Microsoft Teams Add-on, as described in [Installing Microsoft Teams Add-on](#) on page 13.
- Test and validate the Teams Status tile on at least one space, as described in [Testing Teams Status tile](#) on page 19.

Attention: You must be a Microsoft Teams administrator to install the Jive App for Microsoft Teams.

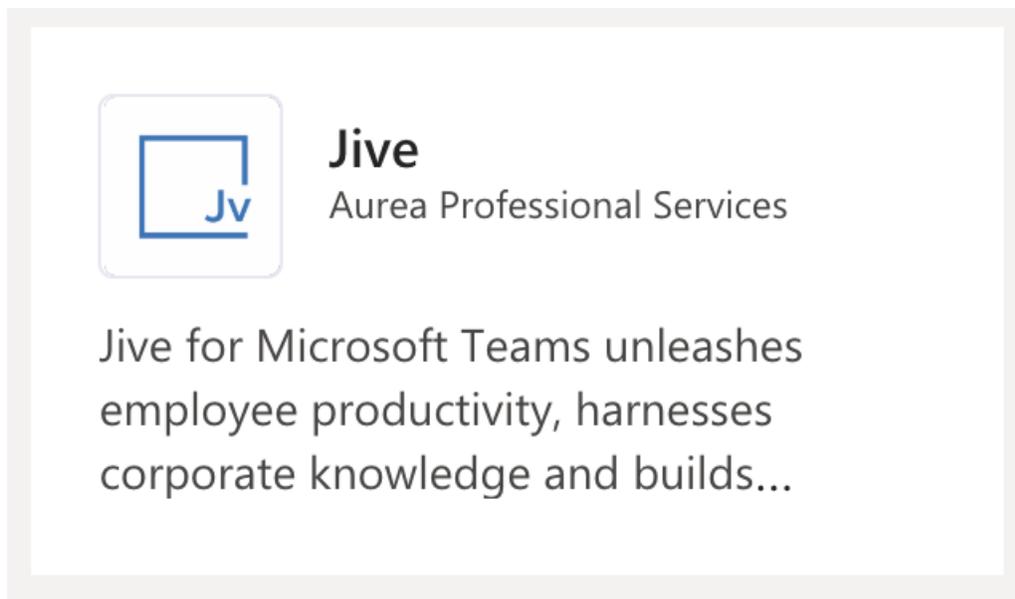
To install Jive App for Microsoft Teams on Microsoft Teams:

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**.

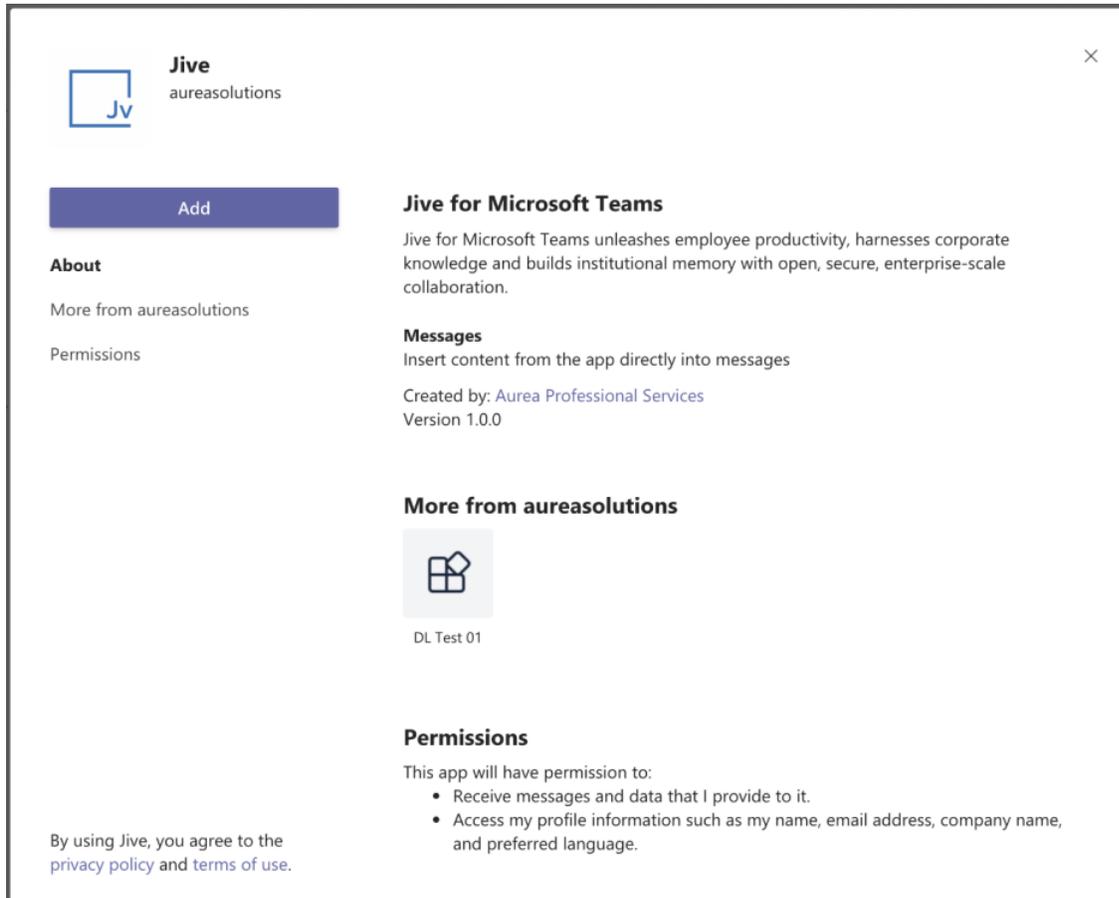
Wait a few seconds for the app to install. Once the Jive App for Microsoft Teams is installed, it appears in your list of available apps.



Note: Once installed, the app becomes available to all users, but it needs additional configuration before it can be used.

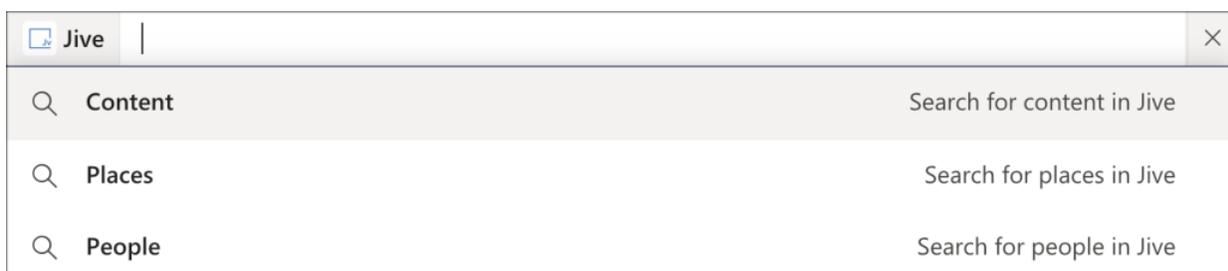
Add the Jive App for Microsoft Teams app to the user's apps list

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 24 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.

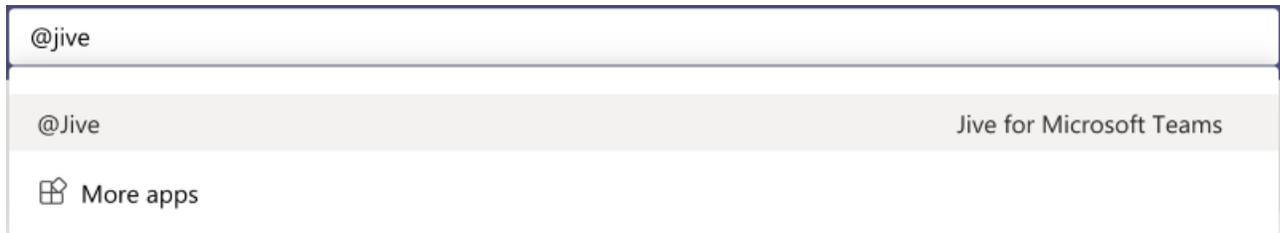
To search Jive from Microsoft Teams:

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.

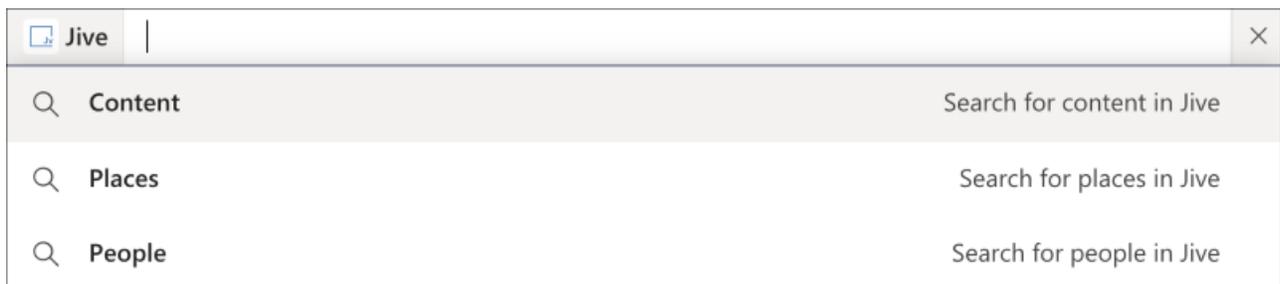


Searching Jive from the Microsoft Teams search

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.

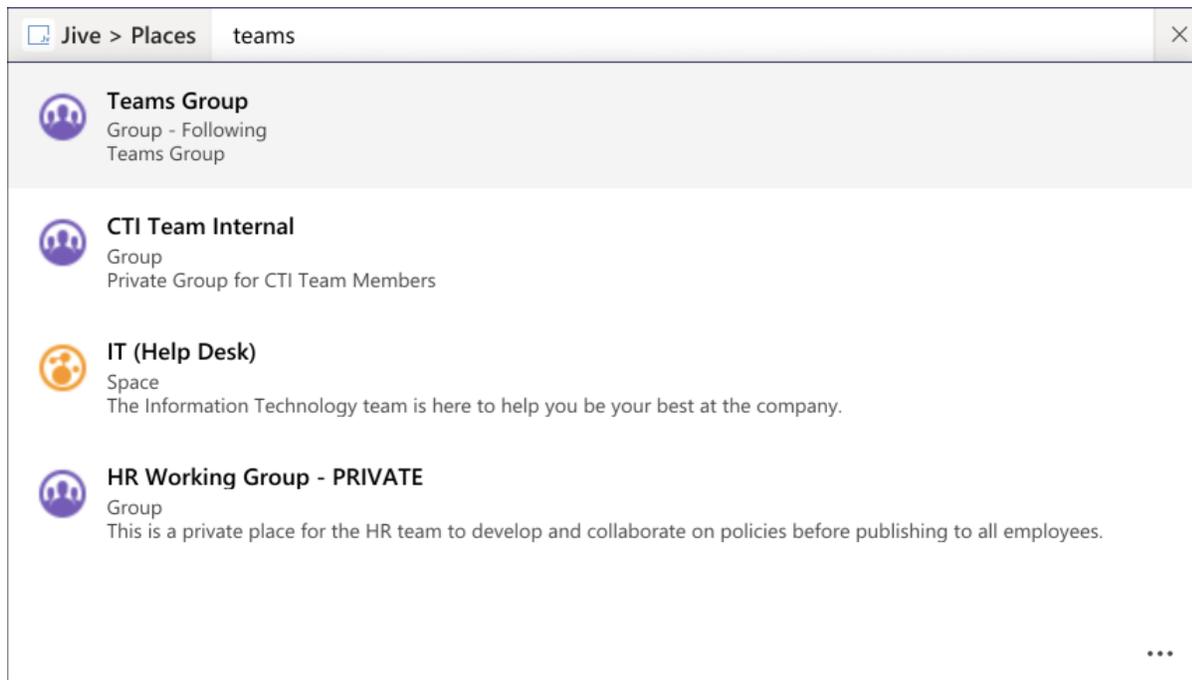
Jive > Content strategy

-  **Tesla Account Strategy**
by Miguel Bracchini in Sales: Account Strategy
Latest Activity: 10/23/2020 09:26 PM
-  **Advanced Insights Strategy Workshop**
by Neil Dholakia in Action Room - Haven
Latest Activity: 08/18/2020 06:53 PM
-  **Microservices - Architectural Strategy**
by Derrick Franklin in Rick Frantz's Blog
Latest Activity: 01/11/2020 09:00 AM
-  **CMSWire: A Strategy for Intranet Success, From Day One to Day 1,000**
by Kim Sylvestre in Marketing
Latest Activity: 07/24/2018 09:44 AM
-  **Bold strategy by @ATT to keep running the carniva...**

6. Similar to content, try searching people and places.

Jive > People am

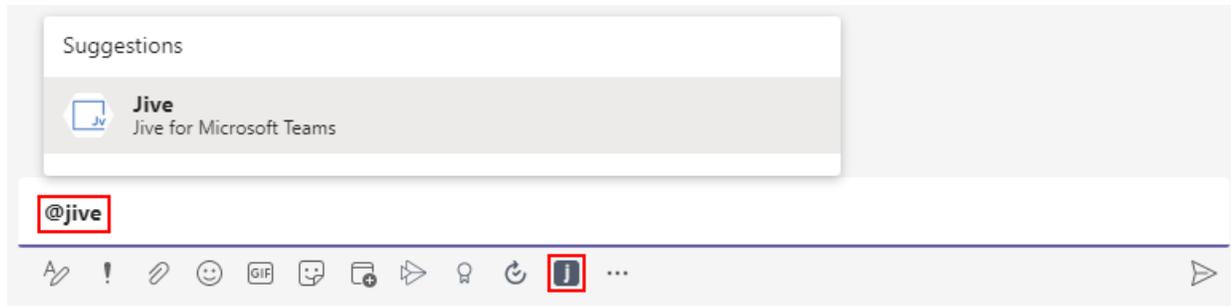
-  **Amy Doberman**
Sr. Manager, Employee Success
-  **Amanda Wood**
HR Representative
-  **Nathan Aman**
Controller
-  **Steve Gwizdala**
Region Vice President, Sales
-  **kendall Williams**
Corporate Sales Representative



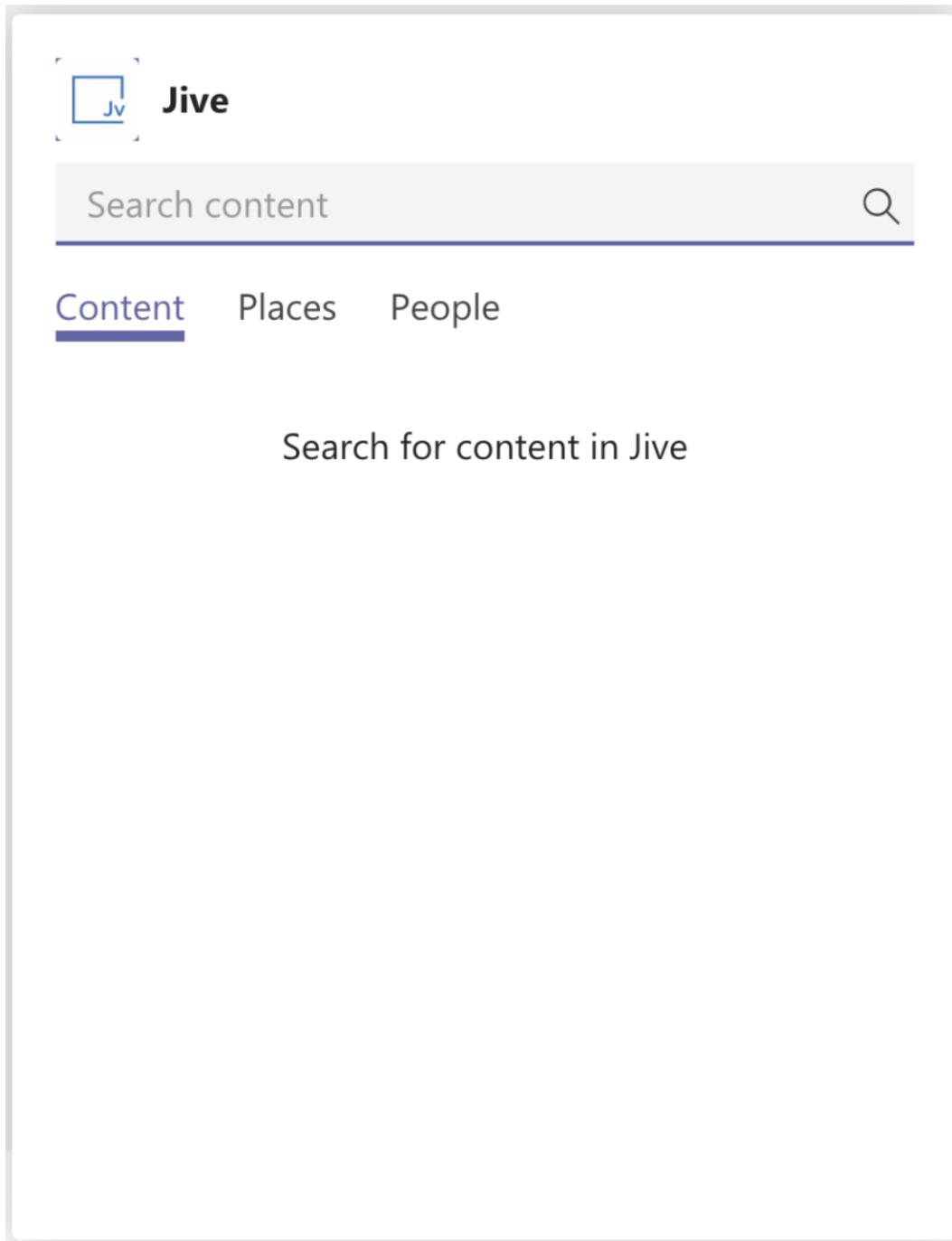
Accessing Jive search from the chat app

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.

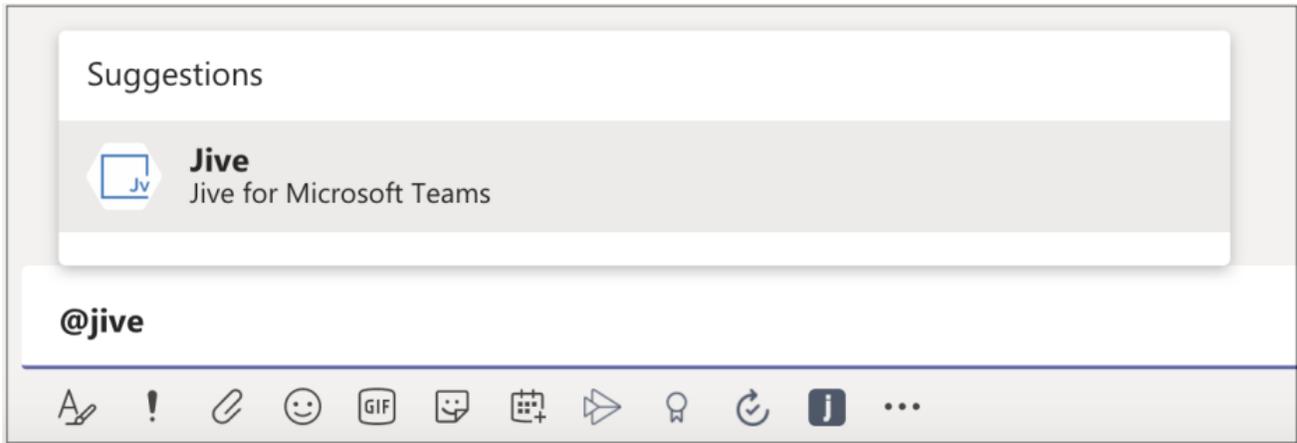


8. Click the **J** icon and try searching Jive content, people, and places similarly to Steps Step 5 on page 26-Step 6 on page 27.

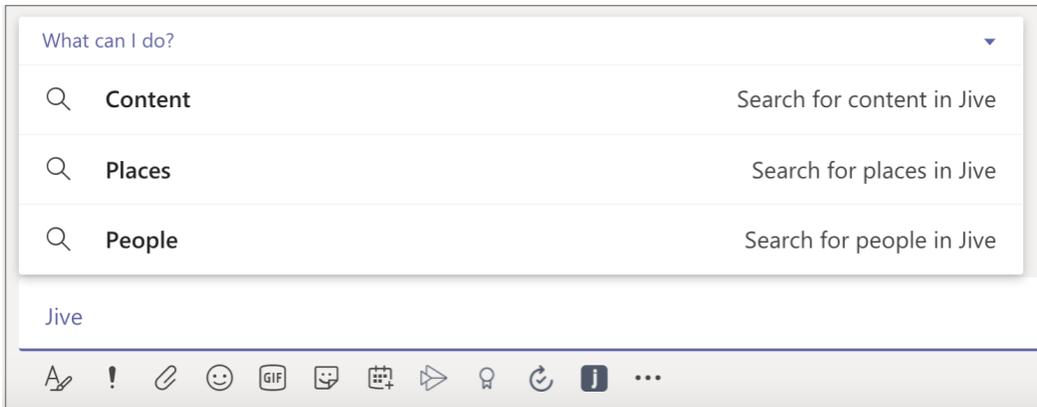


Accessing Jive search when typing a message

9. From the compose message area, type @Jive (similarly to Step Step 3 on page 26).



10 Select **Jive App for Microsoft Teams** and try searching Jive content, people, and places similarly to Steps Step 5 on page 26-Step 6 on page 27.



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

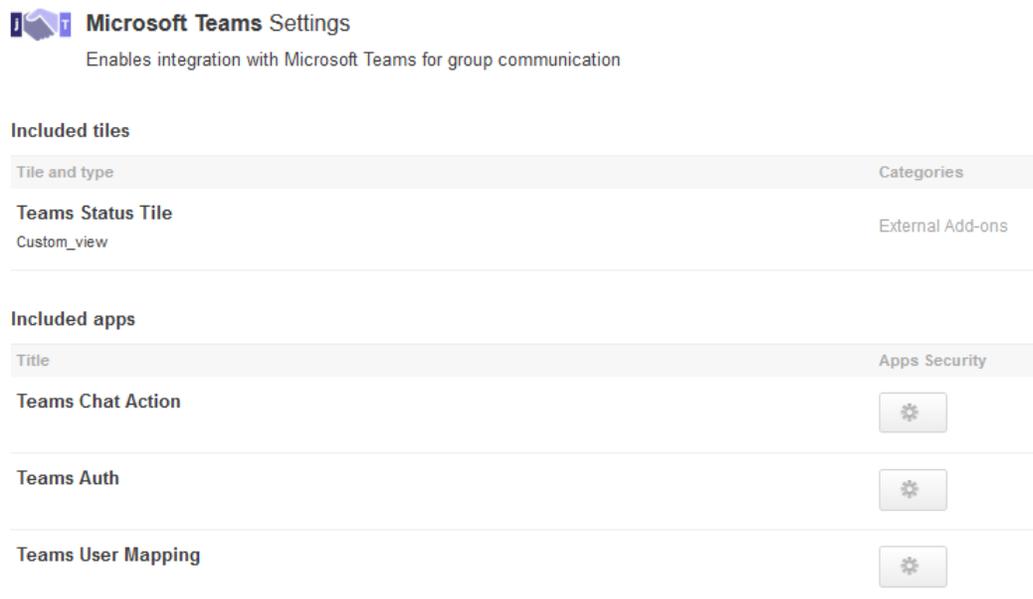
Add the preconfigured user group (or groups) to the Microsoft Teams Add-on configuration to allow users of this group to use the add-on.

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 2: 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**.

CATEGORIES	TILE
Graphic Elements	 SE Search Customizable search experience
Lists - Custom	 SE Slider Animated image slider
Lists - Dynamic	 Teams Status Tile This tile enable Users to view user online status in Microsoft Teams and start a conversation.
Support	 To Do Track all of your tasks in one place.
<u>External Add-ons</u>	
Custom Tiles	User Usage

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.

Teams Status Tile

Please configure the following "General" settings for

Title

Display tile title?

Headline ▾

Description ▾

Background ▾

Action Link ▾

HTML ▾

Font Settings ▾

SAVE GENERAL SETTINGS CONTINUE

Import / Export tile configuration?

SAVE TILE SETTINGS CANCEL © 2021 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](#).
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:

Teams Status Tile ⚙️

Please configure the following "Data Settings" for this tile:

Users retrieved for each data query

10

Status refresh interval (s)

15

(e.g., 20)

Name font size (px)

16

(e.g., 16)

Description font size (px)

12

(e.g., 12)

Display group members

Enabling this option will display the members of a group instead of followers.

CONTINUE

CANCEL

Import / Export tile configuration?

📁 SAVE TILE SETTINGS

CANCEL

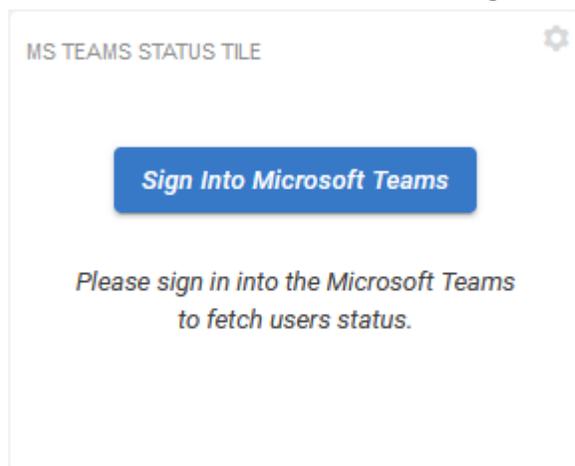
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Options	Description
Users retrieved for each data query	The number of Microsoft Teams users to be displayed in the list. Depending on the Display group members option, members of the Jive place or followers of the current users are displayed.
Status 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.

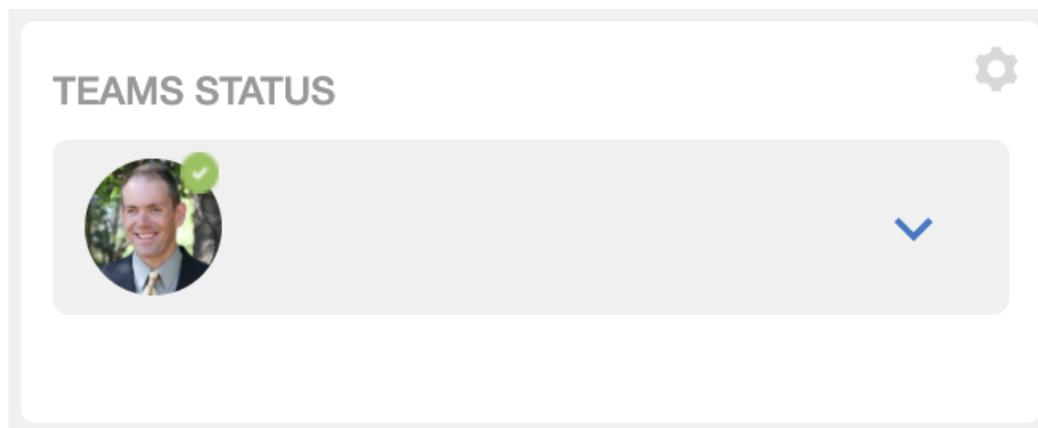
Options	Description
<p>Display group members</p>	<p>For groups, indicates if followers or members of a group are listed in the tile. When cleared, the tile displays group followers; when selected, the tile displays group members.</p> <p>For spaces and projects, the tile always displays followers as these types of places cannot have members.</p>

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.

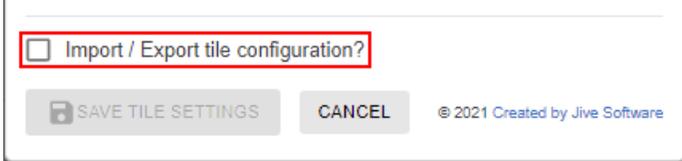


Copying settings from another tile

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:



The screenshot shows a dialog box with a white background and a thin border. At the top, there is a checkbox with the text "Import / Export tile configuration?". Below the checkbox are two buttons: "SAVE TILE SETTINGS" and "CANCEL". To the right of the buttons, there is a small copyright notice: "© 2021 Created by Jive Software".

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.

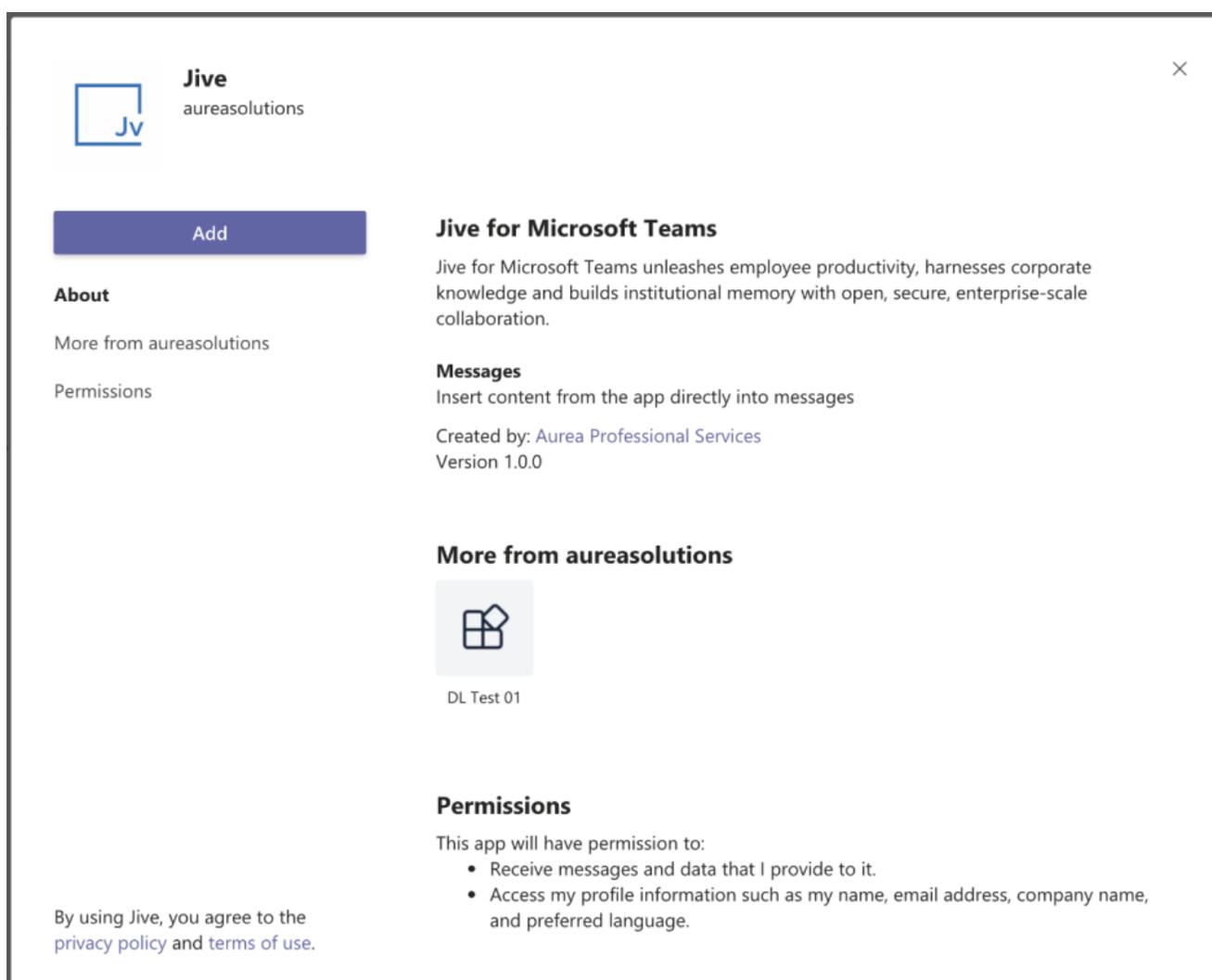
On the Microsoft Teams side

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 37, 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.

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666 points **Level 3**

Top Badges

 Follow Message

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 screenshot displays the 'TEAMS STATUS' section. At the top, there is a search bar labeled 'Filter followers' with a magnifying glass icon. Below this, a list of team members is shown. Each member's entry includes a profile picture, their name, title, and status. A 'Chat' button with a Teams icon is provided for each member.

Name	Title	Status	Action
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

- 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.

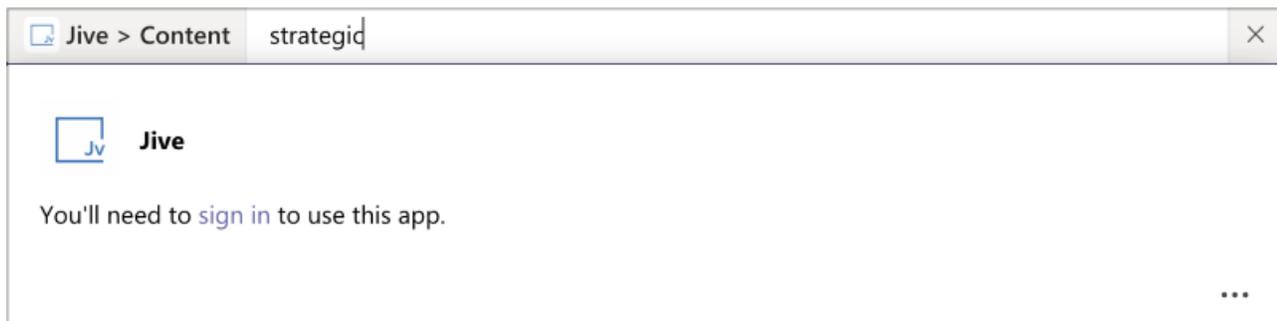
Accessing Jive from Microsoft Teams

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 37, 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.

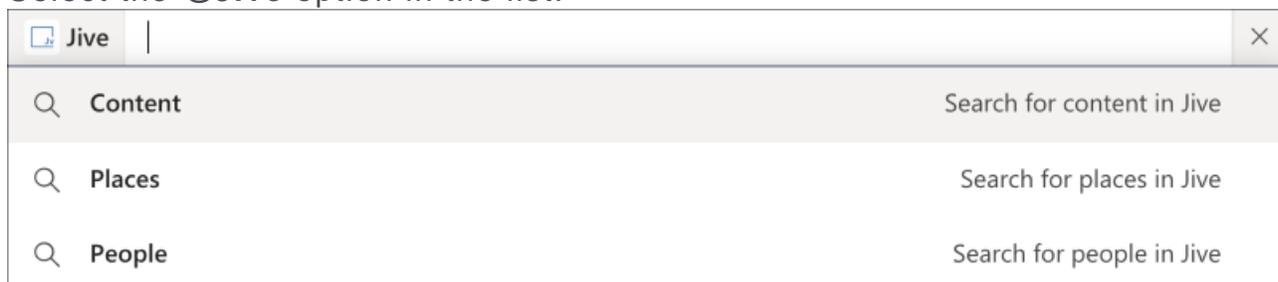


Click **sign in** and provide your Jive credentials.

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 9.
2. You must add the app to your list, as described in [On the Microsoft Teams side](#) on page 38.