



Jive Interactive Intranet

## Cloud User Guide

### Events

# Notices

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For details, see the following topics:

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

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# Aurea global support

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

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

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

You can also find the setup files on [Support Portal](#).

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

# 1

## Jive Events overview

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Jive Events allows members of a community to schedule, discover, and attend events in a social setting. With an event planner, you can set dates, times, locations, and other information about an event, and invite users to get the word out. You can make an event visible so other people can join or use events privately to manage your own schedule. Community members can let others know whether or not they plan on attending an event, with classic Yes, No and Maybe responses.

Events exist in the community just like any other content type, such as documents or discussions, and can be created in places, including spaces, social groups, projects, or your personal container. Events show up in your activity stream, are searchable, taggable, and visible throughout the community.

*Jive Events adds calendaring and event invitations to Jive spaces, groups, and projects, and can integrate with iCalendar functionality.*

For details, see the following topics:

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

## System requirements

Here you can find system requirements for installing and using Jive Events.

### Software requirements

The current version of Jive Cloud.

### iCalendar integration requirements

iCalendar-compatible email client can be used to add events created in your Jive community to your email calendar.

## Supported browsers

Jive works with most current web browsers. Note that if you need to use Content Editor features, such as cut and paste, script access to the clipboard must be enabled.

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

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

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**Note:** The recommended minimum screen resolution for desktop devices is 1024 x 768. Results may vary if you use zoom to adjust your view to levels other than 100%.

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### Important notes and restrictions:

- Chromebook is not supported.
- Beta versions of web browsers are not supported, but they are quickly added to the supported list after they're formally released.
- Apps are not supported on mobile devices. These features may not work correctly on mobile devices.

# 2

## Using Jive Events

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*Events allow you to schedule, discover, and RSVP to events from your Jive community. Like other content types, they are searchable, taggable, and visible in streams.*

For details, see the following topics:

- [Creating events](#)
- [About event visibility and attendance](#)
- [Inviting people](#)
- [Viewing events](#)
- [Sharing events](#)
- [Editing events](#)
- [Copying events](#)
- [Canceling events](#)
- [Moving events](#)
- [Displaying events in places](#)
- [Removing events from Top and Trending](#)
- [iCalendar integration](#)



## Creating events

An event is a great way to invite people to community activities and track RSVPs, or use events privately to manage your schedule. Events can be created in places, similar to other content types.

- When creating an event, you can feature guests and specify the event language and time zone.
- Events created in a place, such as space, group, or project, show up on the Events tab for that place until its end date.
- If you have an ongoing event, you can copy it. For more information, see [Copying events](#) on page 21.



To create an event:

1. Click  and select **Event** or, if you are in the Events tab, click .
2. Add a banner image for your event, if you want one.
  - a) Click **Add banner image** to open the dialog box.
  - b) Under **Background image**, select the image you want to use.

For example, you can add a picture that tells a story of the last event, or captures the spirit of the event.
  - c) Under **Background Position**, select the image position.

By default, the banner images are centered.
  - d) The changes are applied immediately. When the banner is set, click outside the dialog box to continue.
3. Under **Title Your Event**, give your event a title.

It helps to add a descriptive title, so when people see the event in a stream, they know right away whether it matters to them.
4. Under **Event Date and Time**, specify the start and end date and time of the event and the time zone that the event takes place in.
  - An event can be created for any date and time (including in the past) or duration, as long as the start time is before the end time.
  - When viewed by a user, the time zone auto-adjusts for their specified timezone, so they know exactly when the event will take place. The user time zone is determined by user preferences.
5. Under **Event Location**, specify where the event will take place. Click **Add an address** if you want to provide exact location information and define the event language.
6. Add a description to provide more information about the event.

The description is displayed below the title. You can attach images or video that guest can download.
7. Under **Event Type**, select the type of the event.

In the events list and in calendars, events are color-coded based on the event type.
8. Under **Event Type**, add contacting info, including the contacting email and phone number, and website for the event.
9. In **Event Visibility & Attendance Policy**, select the visibility of the event.

You can open the event to the entire community or only to those who are invited.

- ☒ **Open** All registered users can view and attend the event.
- ☐ **Closed** All registered users can view. Invited users can view expanded event details.
- ☐ **Private** Only users who have been invited to the event may view or attend the event.

For more information, see [About event visibility and attendance](#) on page 11.

10In **Set Attendee Limit**, you can specify how many people can attend your event.

This may be helpful when you only have a certain amount of seats or space. Once that many **Yes** RSVPs have been received, the event will display a message saying the event is at capacity, and no one else will be able to respond.

11In **Featured Guests**, specify one or more guest to feature.

This may be a community member, like your CEO, or a non-community guest who is coming to talk to the group.

- If a community member is selected, the featured guest area in the event is populated with their profile information by default. You can edit it if you want to say something different.
- If you add a guest from outside the community, you fill out the information for the guest, and it shows up in the same view as the community guest. This info can include social media contacts of the guest.

12In **Publish Location**, select where you want to publish this event.

You can publish to a Jive place if you are going to expose it only to those following that place or publish it to the entire community for everyone to see. When it's hidden, only you can see it.

When you publish an event in a place, it's displayed on the calendar for that place, in the Events tab. Place permissions affect who will be able to view your event.

For more information, see [About event visibility and attendance](#) on page 11.


13In **Tag This Event**, add tags to make the event easier to find.

14In **Categories**, assign one or more categories to the event.

This option is available if categories are defined in the selected publishing location.

15To assign other community members as authors, letting them edit and administer the event:

a) Under **Advanced Options**, select **Add authors**.

b) Select **Specific People** and enter the community members or select them by using .

You can add one or more users.

16If you are adding several events at once, select **Create another** to be taken to another Create Event page.

17Click **Create event** to create the event.

The event is created. The next step should be inviting people, especially if you created a closed or private event. For more information, see [Inviting people](#) on page 12.

## About event visibility and attendance

Who can see your event and who is invited depends first on place permissions and then on event access type.

### Place permissions

Place permissions apply to events, so where you create your event determines who sees it. All place members can see events that are created there, and events show up in activity streams. For more information about permissions, see [Content visibility](#) in the Jive 9.x Community Manager Help. For more information about permissions, see [Content visibility](#) in the Jive 9.x Community Manager Help.

### Event access types

To further manage access to your event, choose an event access type — Open, Closed, or Private — when creating your event. Note that some of these types may be disabled in your community.

#### Event Visibility & Attendance Policy

- ☒ **Open** All registered users can view and attend the event.
- ☐ **Closed** All registered users can view. Invited users can view expanded event details.
- ☐ **Private** Only users who have been invited to the event may view or attend the event.

Event access types provide another layer of permissions over the place permissions.

Event access type	Visibility	Attendance policy
Open events	Open events can be seen by anyone with access to the place where these events are posted and anyone following the place in a stream.	Everyone is invited, and an RSVP link is visible to everyone until the event is at capacity.
Closed events	Closed events can be seen by anyone with access to the place where these events are posted and anyone following the place in a stream.	Only the people you invite can see an RSVP link. For more information, see <a href="#">Inviting people</a> on page 12.
Private events	Private events can only be seen by people who have been invited.	Only the people you invite can see an RSVP link. For more information, see <a href="#">Inviting people</a> on page 12.

**Tip:** If you create an open event in a private or private unlisted group, everyone in the group is invited, but only the group members can see the event.

## Inviting people

You can invite other community members to your event to apprise people about the event and to track RSVPs.

**Attention:** You can invite people only if you created the event, if you have rights in the Jive place where the event was created, or if you were added as event author.


To invite other people to an event:

1. Open the event.

You can do it either from an Inbox event notification, an email, a stream, or a place Event tab.

**Restriction:** If you cannot view an event, you don't have rights to it and, therefore, cannot invite other people to it.

2. Click **Invite people**.


3. Enter the names of the community members you want to invite or select them by using .


If required, you can also change the message that accompanies the invitation.

## Invite others to this event

×

**Invite** (Required)

 Daisy



**Message** (Required)

Hi,  
You are invited to the event 'Best Party Ever' in West Egg.  
-- Jay Gatsby

Submit

Cancel

#### 4. Click **Submit**.

The community members you have chosen are invited through an Inbox event notification and will be able to RSVP.

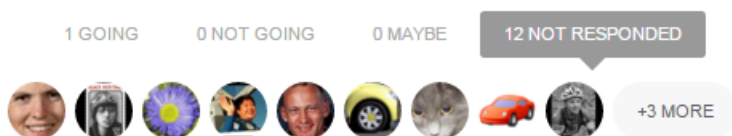
You can track the responses in the event itself, as described in [Tracking responses](#) on page 13. Besides, you can export the attendee list, as described, in [Exporting attendee list](#) on page 14.

## Tracking responses

You can track RSVP responses in the event itself.

To view RSVP responses and the avatars of your connections who were invited:

- Toggle between **Going**, **Not Going**, **Maybe** and **Not Responded** in the published event.



Note the event behavior if you set the attendees limit. Once the amount of positive RSVPs is received, the event will display a message saying the event is at capacity, and no one else will be able to respond.

## Exporting attendee list

You can export the list of attendees from the event itself.

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**Attention:** You can export the attendee list only if you created the event, if you have rights in the Jive place where the event was created, or if the event creator added you as an author.

---

To export attendees and attendee information:

1. Open the event for which you want to get the list.
2. Select **Actions** > **Export attendees** to open the **Export Attendees** dialog box.
3. Select the fields you want to export and clear the check boxes for the fields you don't want to export.

By default, all available fields are selected. Click **Select none** to clear the selection quickly.

4. Click **Export attendees**.

The information you selected is saved to your computer as a CSV file.

## Troubleshooting invitations

Under some circumstances, a user who would normally be able to RSVP to an event, will not be permitted to do so. Here you can find the main reasons.

### The event has ended

Once the end time has passed, RSVPing to the event will not be permitted. Check the end date of the event to make sure that the event has not ended.

### The event is at capacity

If an attendance cap has been specified, once the number of Yes replies has reached that number, RSVPing to the event will not be permitted. In this case, the following message is displayed: `Event is at capacity`.

### The event is closed

While a user may be able to see the event, the attendance policy may dictate that an invitation is required in order to RSVP. In this case, RSVP will be disabled. In this case, the following message is displayed: `Event is closed`.

## Viewing events

*You can view a place's events on the **Events** tab in the place menu. You can also filter events by tag, category, type, and date to view related events together.*

## Event page

When you open an event, you can see the details provided by the event's author when the event was created or last edited. This includes the featured guests, the date and time (in your time zone), the event description, location, contact information, and type.

You can confirm if you will or won't be attending and check how other users responded on the invitation. For more information about inviting other users, see [Inviting people](#) on page 12.

You can also add the event to your Calendar client if it supports iCalendar. For more information, see [iCalendar integration](#) on page 26.

## Place Events tab

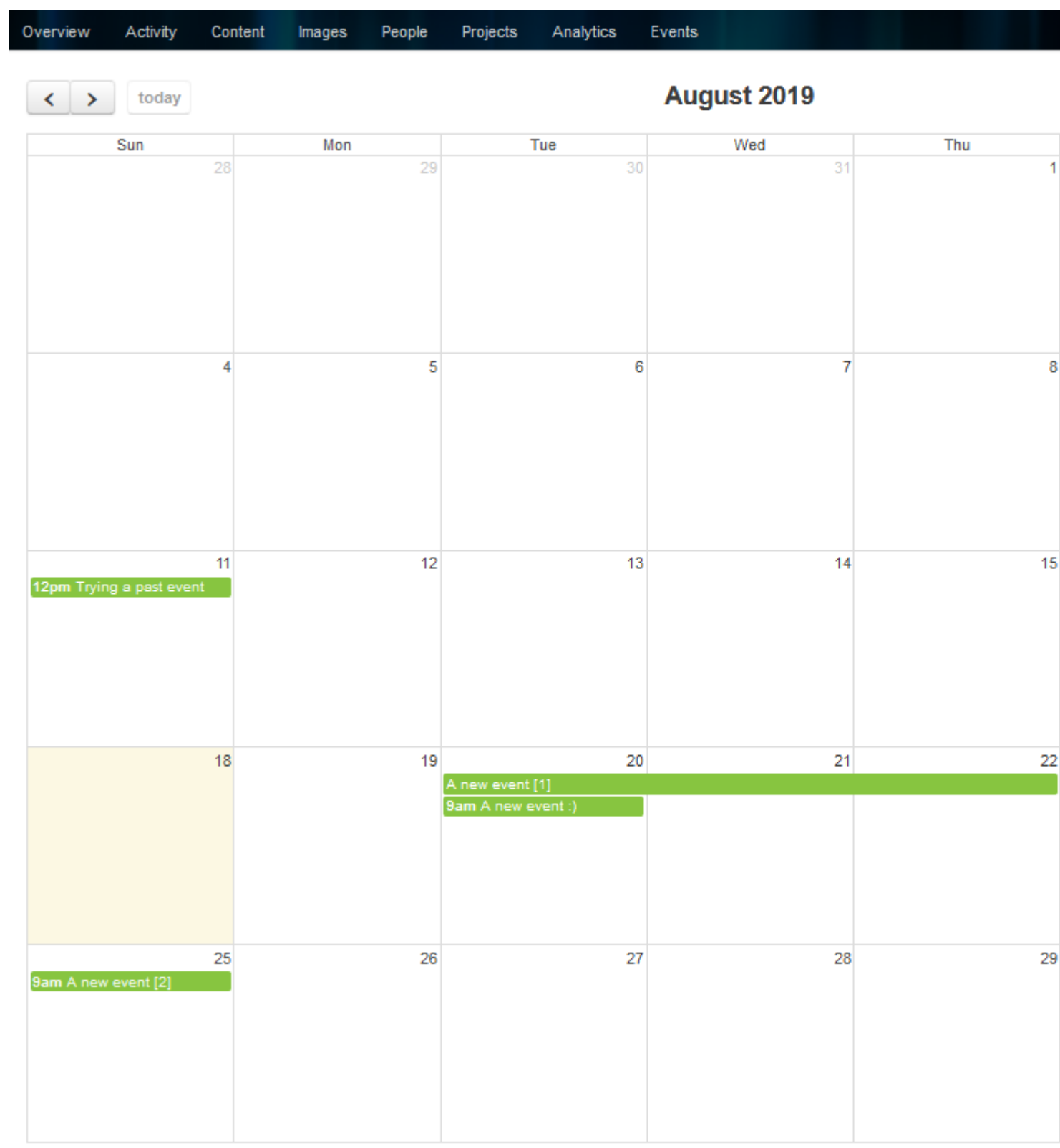
When you select the **Events** tab, you can browse through all of the place's events, beginning with the next upcoming event.

The screenshot displays the Jive Events interface. At the top, a navigation bar includes tabs for Activity, Content, Images, People, Projects, and Events. Below this is a search bar with the placeholder text "Filter events by text" and a dropdown menu currently set to "All upcoming events". The main content area shows a calendar view for August 2019. For August 18, 2019, it states "THERE ARE NO EVENTS TODAY • ADD EVENT". For August 19, 2019, an event is listed: "A new event :)" starting at 9:00 am and ending at 10:00 AM. The event location is "Event location, Webinar". To the right of the event title, it shows "2 GOING". On the far right, a vertical sidebar shows a calendar grid with dates 4, 11, 18 (highlighted in blue), and 25.

### Full calendar view

The calendar displays each event for the date on which it occurs. Events that are scheduled for multiple days span those days on the calendar. And events that are scheduled for part of the day are displayed in time slots below the all-day events.





The calendar itself offers three views: **Month**, **Week**, and **Day**, with the **Week** and **Day** views displaying the events in an agenda-style timeline.

To the full calendar:

- On the Events tab of a place, click **View full calendar**.

You can drag events in the calendar to reschedule them. Events can be moved or resized. Note that only the event creator, assigned event authors, and administrators can edit events.

- When you move an event from within the Month view, you can make the event an all-day event. You can also elect to keep the start and end times the same and change only the day on which the event occurs. Note that these options are presented if the event being moved is not an all-day or longer event.
- Resizing an event in the Month view causes the event to be converted to an all-day event. For events that are not already all-day events, you will be prompted before the transformation is completed.

### Updates on News and Activity pages

You can get a quick overview of the upcoming events in the place Activity page or on the News page (if the pages were configured to pull the updates). You should look for the Upcoming Events tiles. For more information, see [Displaying events in places](#) on page 23.

## Filtering events

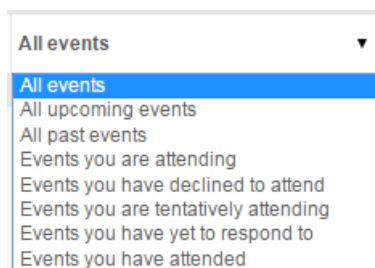
On the **Events** tab of a place, you can filter events to find the ones are looking for.

### Filtering by keywords

- Enter a keyword in  [Filter events by text](#)

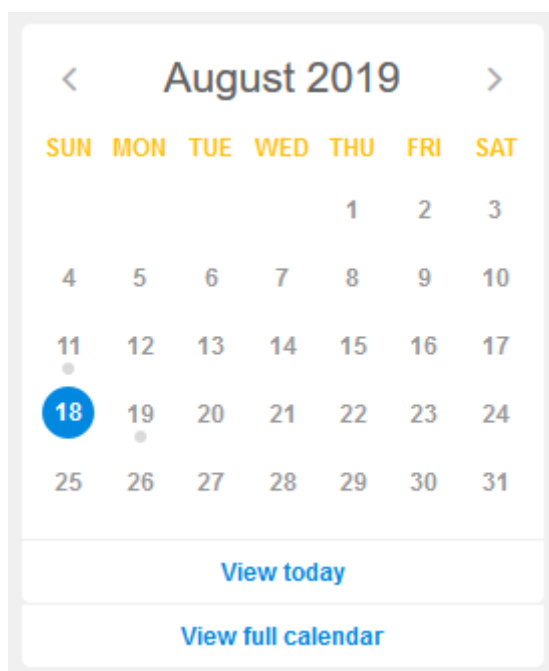
### Filtering by predefined event sets

- Select an option to view a specific set of events. By default, the **All upcoming events** option is selected.



### Filtering by date

- Select a day in the calendar to view that day's events.



- Click **View today** to view the events on the current date.
- Click **View full calendar** in the calendar, you can view all place events in the place calendar. For more information, see [Viewing events](#) on page 14.

### Filtering by tag or category

- Select **Filter by Category or Tag** and enter categories and tags to view events with those attributes.

#### Filter Options

Filter by Category or Tag

### Filtering by event type

- Select one or more event types to view only events of the selected types.

#### Event Types

- ☐ ● Conference
- ☐ ● Demo
- ☐ ● Meeting
- ☐ ● Party
- ☐ ● Trade Show
- ☐ ● Webinar

- Clearing check boxes for all event types shows all events regardless of the type.
- Events in the calendar are color-coded based on the event type, which is specified when an event is created.

## Sharing events

You can share a published event with other community members. This does not invite them, only notifies them of the event.

Note that you can share events with other places, such as groups, spaces, or projects, as well. Place permissions apply to all sharings. For more information about permissions, see [Content visibility](#) in the Jive 9.x Community Manager Help.

To share an event:

1. Open the event you want to share.

You can do it either from an Inbox event notification, an email, a stream, or a place Event tab.

2. Click **Share** to open the **Share** dialog box.

3. Enter the names of the community members, or select them from .

4. If required, change the conveyance message.

5. Click **Share**.

The link to the event is shared as follows:

- Users receive invitation messages in their Inbox. They can use it to access the event.
- In places, a link to this event is added to the place. Only people with access to the content in its original place will be able to view it.

## Editing events

You can edit event details if you have sufficient permissions.

Only the event creator, assigned event authors, and administrators can edit events.

To edit an event:

1. Open the event you want to edit.

You can do it either from an Inbox event notification, an email, a stream, or a place Event tab.

---

**Restriction:** If you cannot view an event, you don't have rights to it and, therefore, cannot edit it.

---

2. Click **Edit** to open the event for editing.
3. Make the necessary changes.

For more information about particular settings, see [Creating events](#) on page 8.

4. Click **Update** to save the event.

The attendees receive a notification about the change in Inbox and on email.

## Copying events

You can copy existing events to create new ones quickly.

A copied event is populated similar to the source one; only the title is appended with the copy number. You can edit it and publish the newly created template.

By using this functionality, you can create event templates that are pre-populated for events that happen on a more frequent basis.

Only the event creator, assigned event authors, and administrators can copy events.

To copy an event:

1. Open the event you want to copy.

You can do it either from an Inbox event notification, an email, a stream, or a place Event tab.

---

**Restriction:** If you cannot view an event, you don't have rights to it and, therefore, cannot copy it.

---

2. Click **Actions > Copy event**.

A copy of the source event is opened for editing. Its title is appended with the copy number.

3. Make the necessary changes.

For more information about particular settings, see [Creating events](#) on page 8.

4. Click **Create event**.

The new event is created.

## Canceling events

At some times, you may need to cancel events. You can do that if you have sufficient permissions.

Only the event creator, assigned event authors, and administrators can cancel events.

To cancel an event:

1. Open the event you want to cancel.

You can do it either from an Inbox event notification, an email, a stream, or a place Event tab.

---

**Restriction:** If you cannot view an event, you don't have rights to it and, therefore, cannot cancel it.

---

2. Click **Actions > Delete** , and then confirm the deletion.

The event is deleted from the community. The sent Inbox invitations to the event are deleted as well; an update about the canceled event is sent on email.

## Moving events

You can move an event from place to another if you have sufficient permissions in both places.

Only the event creator, assigned event authors, and administrators can move events. They also must have sufficient permissions for creating content in the destination place.

To move an event:

1. Open the event you want to move.

You can do it either from an Inbox event notification, an email, a stream, or a place Event tab.

---

**Restriction:** If you cannot view an event, you don't have rights to it and, therefore, cannot edit it.

---

2. Click **Actions > Move** .

3. In the **Choose Location** dialog box, select the place to which the event must be moved.
4. In the **Confirm Move** step, do the following:
  - a) Review the move setting.
  - b) If you want the move to be visible in the activity streams, select the **Show location change in streams** check box.
  - c) Click **Yes - move it here** to confirm the move.

The event is moved to another place. The attendees receive a notification about the change in Inbox and on email.

## Displaying events in places

If you are the owner or administrator of a place in your community, you can display upcoming events in a widget or tile.

### Adding Upcoming Event tile to Activity page

You can include the **Upcoming Events** tile on your place Activity page to notify place visitors of events.

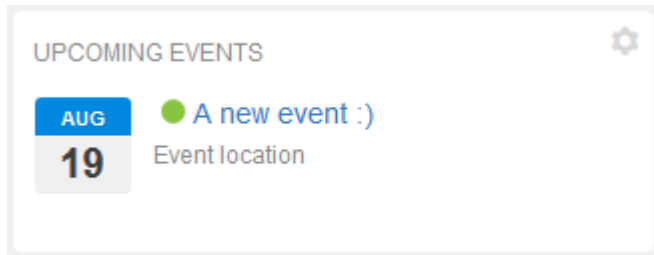
Note that you can add an **Upcoming Events** tile to the Activity or any custom page of your place. For the detailed procedure of adding tiles, see [Adding tiles to Activity page](#) and [Designing activity and custom pages for places](#) in the Jive 9.x Community Manager Help.

To add an **Upcoming Event** tile from a place Activity page:

1. In your place, click the **Gear icon > Edit activity page** to open the Activity page for editing.
2. Click **Add a tile**.
3. In the dialog box, select the **Collaboration** category on the left, and select the **Upcoming Events** tile on the right.

The tile opens for editing.
4. In **Title**, specify the title for the tile.
5. In **Number of items to display**, specify the number of events to be displayed in the tile.
6. Click **Save** to save the tile settings and close the dialog box.
7. Click **Save** to save your Activity page.

Once the Activity page opens, the tile is automatically populated with events scheduled in your place.



For more information about tiles, see [Using tiles](#) in the Cloud User Help.

## Adding event widgets to Overview page

If widgets are enabled in your community, you can include events widgets in your place Overview page to notify place visitors of events.

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**Note:** We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see [Understanding pages in places](#) in the Cloud User Help.

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The Overview page supports the following events widgets:

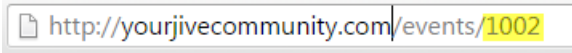
<b>Event Calendar</b>	Displays all events created in the place are automatically pulled into it.
<b>Event View Widget</b>	Displays a specific event.
<b>Tagged Event Widget</b>	Displays events that are tagged with the specific tag.
<b>Upcoming Events</b>	Displays all upcoming events created in the place.

For more information about adding widgets, see [Designing Overview pages for places](#) in the Jive 9.x Community Manager Help.

To add an event widget from the Overview page:

1. In your place, open the Overview page.
2. Select the **Gear icon > Edit overview page**.
3. In the **Widgets** section, select **Content**, then select the widget you want to add.
4. **Drag to Add** your selection into your page layout.
5. Configure the widget as follows:
  - a) Click the drop-down arrow in the upper right corner of the widget and then click **Edit this widget**.
  - b) Specify the widget properties:



<b>Event Calendar</b>	Specify a custom title, if the widget should show sub-space events, and a place from which to pull events.
<b>Event View</b>	<p>Specify the Event ID, a custom title, and if the widget border should be hidden options.</p> <p>To find an event's ID, look at its URL:</p> 
<b>Tagged Event</b>	Specify one or more tags to pull the tagged events, a custom title, a place from which to pull events, and if the widget border should be hidden options.
<b>Upcoming Events</b>	Specify a custom title, the number of results to be displayed, if the widget should show sub-space events, and a place from which to pull events.

c) Click **Save Properties** to save the widget.

6. Click **Publish Layout** to save changes on the Overview page.

## Removing events from Top and Trending

If you do not want your event to feature in the trending lists of your community, you can remove this event from the global lists.

Content authors and users with the Manage Users, Manage Community, Manage System, or Full Access permissions can remove a content item from Top and Trending lists. For more information, see [Removing content items from Top and Trending](#) in the Cloud User Help.

### To remove an event from Top and Trending lists

1. Go to the event.
2. Click **Actions > Remove from Top & Trending**.

### To add an event to Top and Trending lists

1. Go to the event.
2. Click **Actions > Allow in Top & Trending**.

## iCalendar integration

If you use an iCalendar-compatible program, such as iCal or MS Outlook, you can add Jive events to your calendar.

You can add Jive events to your calendar by clicking **Add to calendar** in an email notification or within a published event.

Clicking **Actions > Add to calendar** downloads an iCalendar file with the name of `<event name>.ics`. Import this file into your Calendar app to add the event to your calendar.

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**Note:** The formatting of the description information in your event may be different than the formatting of the same information once it is added to your calendar.

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**Restriction:** If you don't see an **Add to calendar** link, your administrator may not have enabled this in your community.

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