Jv Jive Interactive Intranet

Cloud User Guide

Jive for Outlook Online

Aurea
Unlimited Possibility

Notices

For details, see the following topics:

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- 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.

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Using Jive for Outlook Online

Jive for Outlook Online brings relevant Jive content and conversations into Outlook email threads for easy reference while providing rich Jive functionality. With it, you can work in browser from any device and operating system, including Mac.

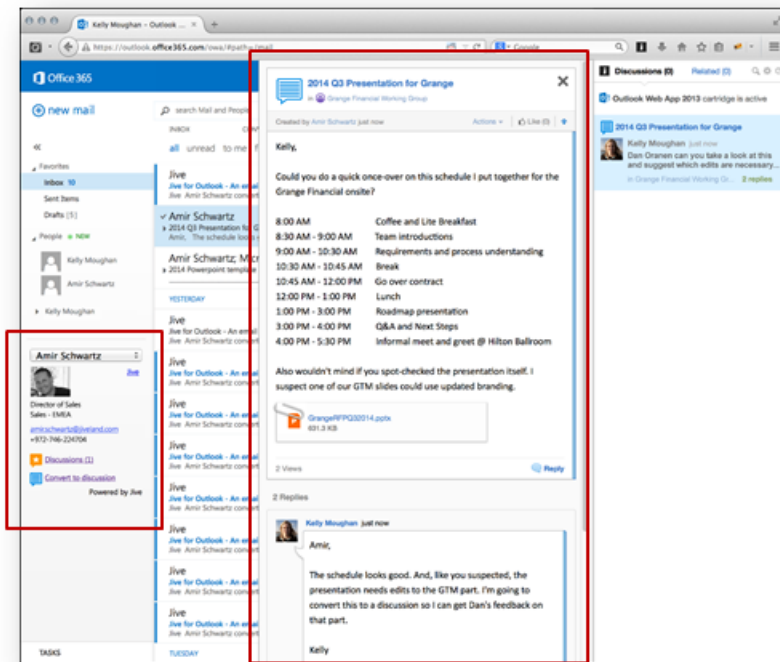For details, see the following topics:

- Jive for Outlook Online overview
- System requirements for Jive for Outlook Online
- Using Jive with Outlook Online

Jive for Outlook Online overview

Jive for Outlook Online integrates Jive communities with Microsoft Office 365. Here you find what becomes available with Outlook and Jive integration enabled.

With Jive for Outlook Online, you can:

- View Jive email notifications in the Office 365 Outlook web interface, and take action without leaving Outlook. For example, you can like content, reply to discussions, comment on documents, mark replies as decisions, or find related material.

- Convert emails into Jive discussions, including attachments and embedded images.

- View Jive profile information about people you interact with within Outlook.

System requirements for Jive for Outlook Online

Here you can find system requirements for using Jive for Outlook Online.

Jive requirements

- Jive Anywhere 2.3 or higher installed on the client browser. For more information about Jive Anywhere, see the Jive Anywhere Help.

Microsoft requirements

- Microsoft Office 365 with accounts for all participating users.

Note: Exchange 2013 with Outlook Web Access 2013 on-premise is not supported.

Browser requirements

The following browsers are supported:

- Internet Explorer 9 or higher. Internet Explorer 10 or higher is required to upload images and attachments when converting emails to discussions.
- Current versions of Chrome and Firefox.

Important: Browser locale must be set to EN.

Using Jive with Outlook Online

When you've installed Jive Anywhere with Jive for Outlook Online, it's easy to participate in a Jive community without ever leaving Outlook Online.

Interact with community content from your inbox

Notification emails from Jive content are shown in a Jive-like view that lets you click **Comment** or **Reply**, or like any activity. Your actions will be synced to the community for others to see, and replies will come back to your email inbox.

Mark content

- Click **Actions** on an item, comment, or reply, and select the outcome from the menu.

For more information about marking and structured outcomes, see the Using Marking feature section in the Cloud User Help.

Convert external emails to Jive discussions

- Select the email and click **Convert to Discussion** in the Jive pane to the left of the email. Then choose a location for publishing the discussion. You can also upload attachments and images from the conversation (if permitted by community settings).

Participants who are members of the community will get a notification that you posted the email as a discussion.

Note: Including attachments and images also requires the Jive for Office Online integration. If you're interested in that option, you can contact your community manager.

View profile information about participants in an email conversation

Information about the email sender or another community member is displayed in the Jive pane to the left of the email.

- Select a different user from the menu to change the information displayed.

Note: Only community members have profile information displayed. Other participants won't be selectable.