

Jive Interactive Intranet

## Cloud User Guide

Jive Mobile

# 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 Mobile

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Jive offers several ways to use the product on a mobile device.

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

**Jive Mobile for Android** You can install this app from Google Play on your Android device. This app offers a mobile-friendly version of the product. Users of internal-facing communities who are frequent users of Jive will find the native app's performance and functionality especially helpful.

**Using Jive from a mobile browser (narrow screen)** You can view your Jive community from a mobile browser. You can see the same behavior using a desktop browser that's been minimized to a narrow width. You can see a subset of functionality but a more Jive-like experience. To use Jive in this mode, you only need to open the browser on a mobile device and navigate to your community. For more information about browsing your community from a mobile browser, see [Using community from mobile browsers](#) in the Cloud User Help.

This guide provides information about the requirements and functionality for the Jive Mobile for iOS and Jive Mobile for Android.

*Access your community anywhere from your phone or tablet.*

For details, see the following topics:

- [System requirements](#)
- [Supported browsers](#)
- [Connect to your community](#)

## System requirements

Make sure the following requirements are met before using Jive on your mobile device.

### General requirements

- For a list of core versions and compatible mobile module versions, see [Jive Mobile Compatibility Matrix](#) on Worx.

### Supported mobile devices and browsers

Mobile Product	Apple iOS	Android	BlackBerry
Mobile 3: Jive 3.0+ iOS App *	iPhone and iPad: iOS 7 and 8	–	–
Mobile 3: Jive 3.0+ Android App **	–	Android 4.0.3+	–

\* The native iOS app requires Jive version 6.0.3 or higher, or Jive Cloud. This app is available only for registered community users. Guest users cannot access the community from the app.

\*\* The native Android app requires Jive version 7.0.1 or higher, or Jive Cloud. This app is available only for registered community users. Guest users cannot access the community from the app.

## 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.

## **Connect to your community**

Follow these steps to visit your community for the first time from your mobile device.

### **Connecting with an iPhone or Android native app**

To connect with an iPhone or Android native app:

1. Be sure you are using one of the supported mobile devices listed in [System requirements](#) on page 7.
2. Go to the app store on your mobile device and search for "Jive Software" .
3. Install the app on your device.
4. Launch the app.
5. Enter the URL of your community.
6. Depending on how your community administrator has set up mobile access to your community, you may or may not need a registration code to access your site. If you need one, skip to the instructions below.
7. If you don't need a registration code, you will see your community login page after entering your community's URL. Enter your username and password and tap **Log in** . Remember to uncheck **Remember Me** if you are using a shared mobile device or just don't want your credentials stored.
8. If you want to register another mobile device, just repeat these steps on the new device.

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## Connecting from a mobile web browser

To connect from a mobile web browser:

1. Be sure you are using one of the supported mobile devices listed in [System requirements](#) on page 7.
2. From your mobile device's built-in browser, go to the URL of your community. Depending on how your community administrator has set up mobile access to your community, you may or may not need a registration code to access your site. If you need one, skip to the instructions below.
3. If you don't need a registration code, you will see your community login page. Enter your username and password and tap **Log in**. Remember to uncheck **Remember Me** if you are using a shared mobile device or just don't want your credentials stored.
4. If you want to register another mobile device, just repeat these steps on the new device.

## Getting registration code

To get a registration code:

1. From your primary computer (not your mobile), go to your community and click on your name in the upper right corner and select **Preferences > Mobile**.
2. Enter a name for your mobile, i.e., Joey's Phone, (alternatively, you can point your mobile at the QR code on the screen if you have QR recognition software) and then click **Get Activation Code**.

You'll then be prompted to point your mobile's built-in browser to an activation URL. From there, enter the activation code and follow the prompts to complete your mobile's registration. Then, from your mobile's built-in browser, enter the URL of your community.

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**Caution:** If you cannot connect to your community from your mobile device, be sure your mobile's browser does not have Private Browsing enabled. On most devices, you can disable Private Browsing in the browser's Settings.

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## Enabling push notifications in the native apps

**iOS** If you enable notifications, you'll get a notification for each new item in your Inbox. To adjust how your notifications are sent, from the main screen of your device (not from within the app), go to **Settings > Notifications > Jive**.

**Android** By default, you'll get a notification from the Jive app any time a new item appears in your Inbox. An app icon will appear in the notification area at the top of the screen. Swipe the icon to get a preview of what's new in your Inbox.

To adjust push notification behavior, launch the app, open the app menu, and then choose **Settings**. From there you can modify your notification preferences under the Notifications section.

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**Note:** When you connect with mobile, you're using the Internet to connect to your community remotely. This means that your mobile experience can be influenced by the reliability of the mobile device's network connectivity, which can vary depending on many environmental factors.

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# 2

## Using Jive Mobile for iOS

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*Access your community anywhere using the Jive Mobile for iOS on your iPhone or iPad.*

For details, see the following topics:

- [Jive Mobile for iOS features](#)
- [Getting started](#)
- [Using your inbox](#)
- [Following people, places, and content](#)
- [Searching for people, places, and content](#)
- [Creating content](#)
- [Editing content](#)
- [App security FAQ](#)

### Jive Mobile for iOS features

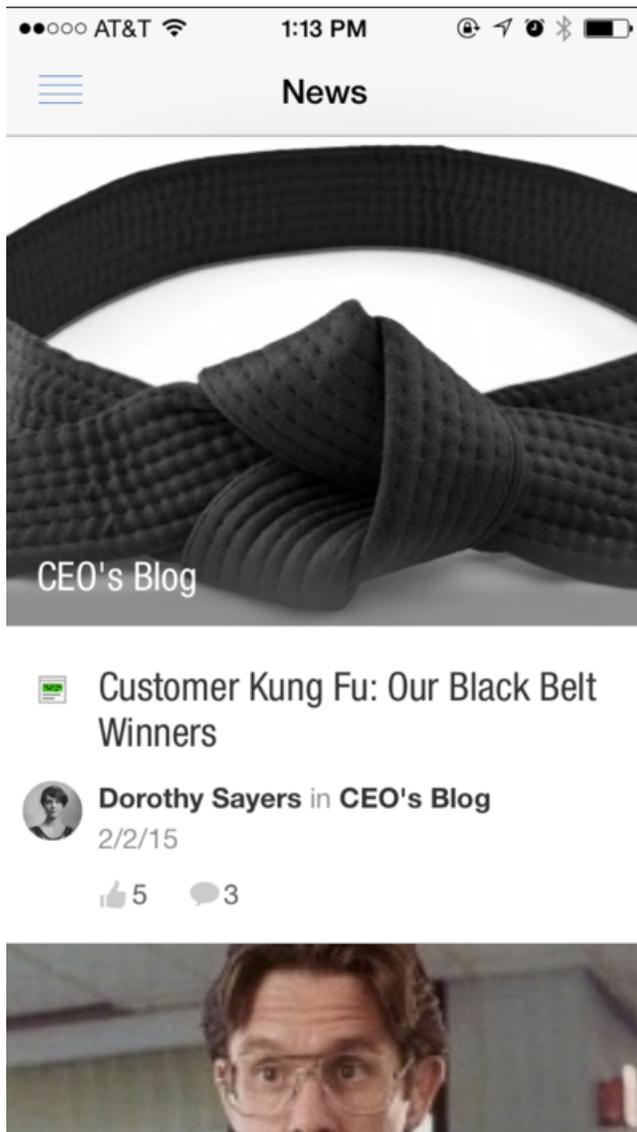
Here's a quick list of the app's features.

- Scroll through all of your streams, including News and your custom streams
- Follow content, people, and places in multiple streams
- Create content (blogs, documents, videos, discussions, direct messages, and status updates)
- Post a status update in a specific group
- Add @mentions and images to status updates and discussions, including discussion replies
- Read and reply to content
- Mark items as Helpful, Decision, for Action, and so on
- Search for content, people, and places
- See your personal content activity
- Attach a file in Jive from another service such as Dropbox or Mail

## Getting started

After you've connected to your community, you'll see News, which shows important content that's been highlighted for you, as well as your custom streams. You can scroll through this stream to see what's happening right now, or tap the bars icon in the upper left corner (or just swipe from the left) to access your other streams, your Inbox, and Find.

You should see something like the following. Now just tap something to get started!



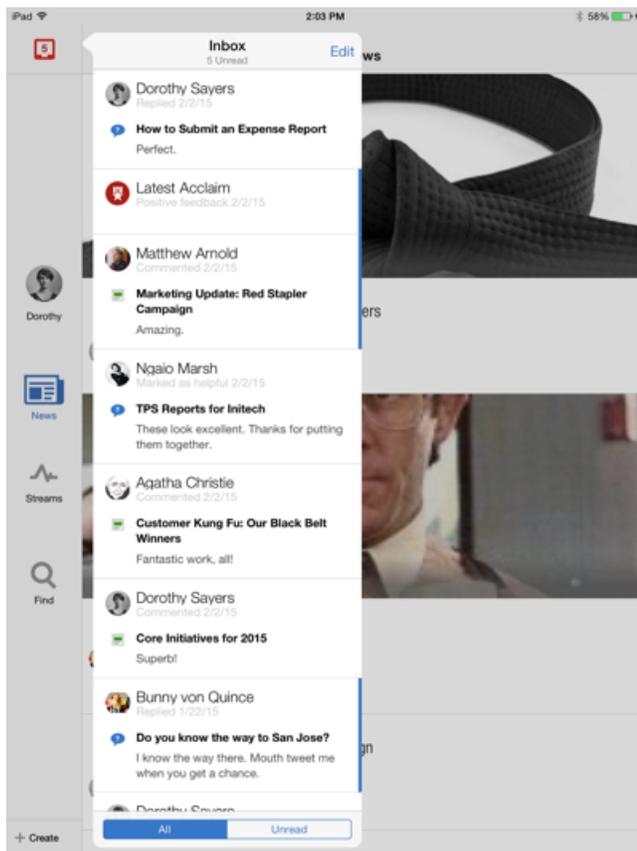
# Using your inbox

Quickly read and respond to things from your Inbox.

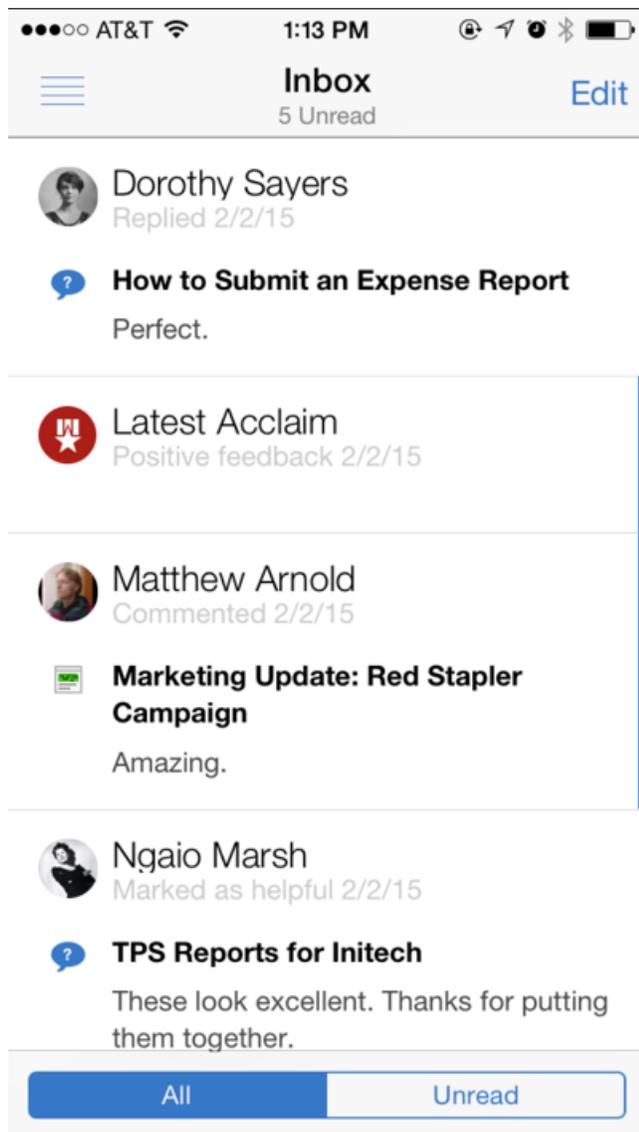
From your Inbox you can:

- Sort your Inbox items by tapping either **All** or **Unread** at the bottom of the Inbox.
- Mark items as Read or Unread by tapping **Edit** and selecting items to display as Read or Unread.

Here's an example of Dorothy's Inbox on her iPad:



And here it is on her iPhone:



## Following people, places, and content

There are a few ways to begin following a piece of content, a person, or a place in the community.

Here are some easy ways to get started:

1. From the All Activity stream, tap a person's name or avatar, a content item, or the name of a place,
2. Tap the Follow icon .

3. You can then select the stream(s) in which you want to follow the person, place, or content item.
4. Use the Find feature to search for keywords of things that might interest you. When you find something you want to follow, tap on it.
  - a. From there, tap the Follow icon and select the stream in which you want to follow the person, place, or item.

### **Stop following people, places, or a piece of content**

To stop following something:

1. Go to the item, person, or place (by either tapping it from a stream or searching for it under the Find tab), and then tapping the Follow icon.
2. From there, select the streams from which you want to stop following the person, place, or content item.

You will no longer see the checkmark next to that stream or streams, and you will no longer see updates for that person, place, or content item in that stream. Those updates will still appear in the All Activity stream, however, because that stream shows all public activity in the community.

## **Searching for people, places, and content**

Use the search feature to quickly locate something specific, or to see your Recently Viewed items.

To see your recently viewed items:

1. Tap the magnifying glass in the top right corner (but don't type anything in the search box).
2. You can tap the search headings to filter the listings.
3. Tap any item to go directly to it.

To find something specific:

1. Tap the magnifying glass in the top right corner.
2. In the search box, use the pop-up keyboard to type in your search terms, such as Human Resources or April Sales Report, and then tap **Search**. The results will be returned beneath search headings you can tap to filter the listings.
3. Tap any item to go directly to it.

## Creating content

You can create discussions, documents, blog posts, and status updates, as well as send direct messages, right from your mobile device.

To get started creating content:

1. Tap **Create** in the left sidebar on an iPad, or, on an iPhone, swipe from left to right and then tap **Create**.
2. Select which type of content you want to create (discussion, status update, blog post, and so on).
3. Start typing!
4. Select the place where you want to publish the item by tapping the **Publish as** button in the upper right corner. Once you select an option here, the item will be published.

From the embedded keyboard you can:

- @mention people, places, or content items
- embed images in the content
- format text so it's bold, underlined, and so on

## Editing content

From your mobile device, you can edit content items that you have permissions to edit, such as discussions, blog posts, and documents.

1. From a content item that you have permissions to edit, tap **Edit** in the upper right corner of the screen.
2. Make the changes to the content.
3. Be sure to Save or Publish your changes when you're finished.

From the embedded keyboard you can:

- @mention people, places, or content items
- embed images in the content
- format text so it's bold, underlined, and so on

## App security FAQ

Learn how to make your device more secure.

**How can I make my device more secure?** If you want an extra layer of security, Jive Software recommends enabling a passcode lock on your device. When you enable a passcode, the device will automatically encrypt everything you store on it, including documents and other items you download from your community.

For more information about setting up a passcode on your device and to learn more about how this works, see [Use a passcode with your iPhone, iPad, or iPod touch on Apple portal at https://support.apple.com/en-us/HT204060](https://support.apple.com/en-us/HT204060).

**Does the Jive Mobile app store my user credentials?** It depends on how your community administrator has set up user authentication in your community. Ask your administrator how your community authenticates users. Here are the options:

- SSO — If your community uses a web-based SSO system, the Jive mobile for iOS uses the same behavior set up in the SSO system. In this case, the app may or may not store your credentials, depending on whether the SSO system is configured to store user credentials.
- No SSO — If your community does not use a web-based SSO system, the Jive mobile for iOS stores your user credentials in the device's iOS keychain using basic authentication.

# 3

## Using Jive Mobile for Android

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*Access your community anywhere you have service using the Jive Mobile for Android on your mobile device.*

For details, see the following topics:

- [Android app features](#)
- [Getting started](#)
- [Using your inbox](#)
- [Following people, places, and content](#)
- [Searching for people, places, and content](#)
- [Creating content](#)

### Android app features

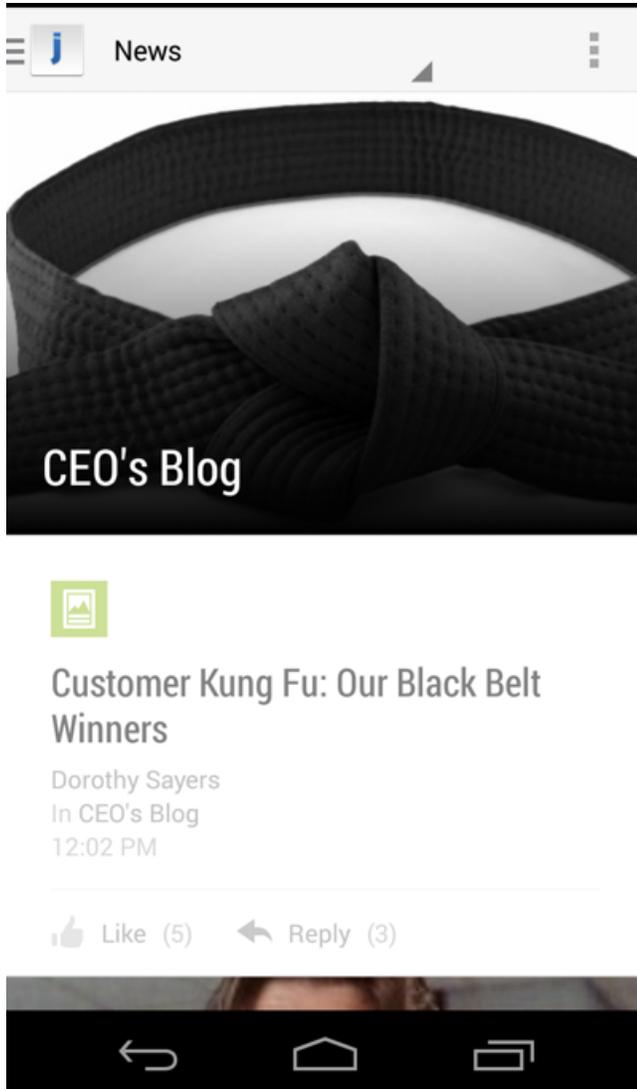
Here's a quick list of the app's features.

- Scroll through all of your streams, including News and your custom streams
- Create content (documents, discussions, direct messages, and status updates)
- Read and reply to content
- @mention people, places, and content
- Add images to status updates and discussions, including discussion replies
- Search for content, people, and places

### Getting started

After you've connected to your community, you'll see News, which shows important content that has been highlighted for you. You can select any stream from the News menu by tapping on the News title at the top of the page. Tap the bars icon in the upper left corner (or swipe from the left of the screen) to access your Inbox or People, Content, and Places.

You should see something like the following. Now just tap something to get started!



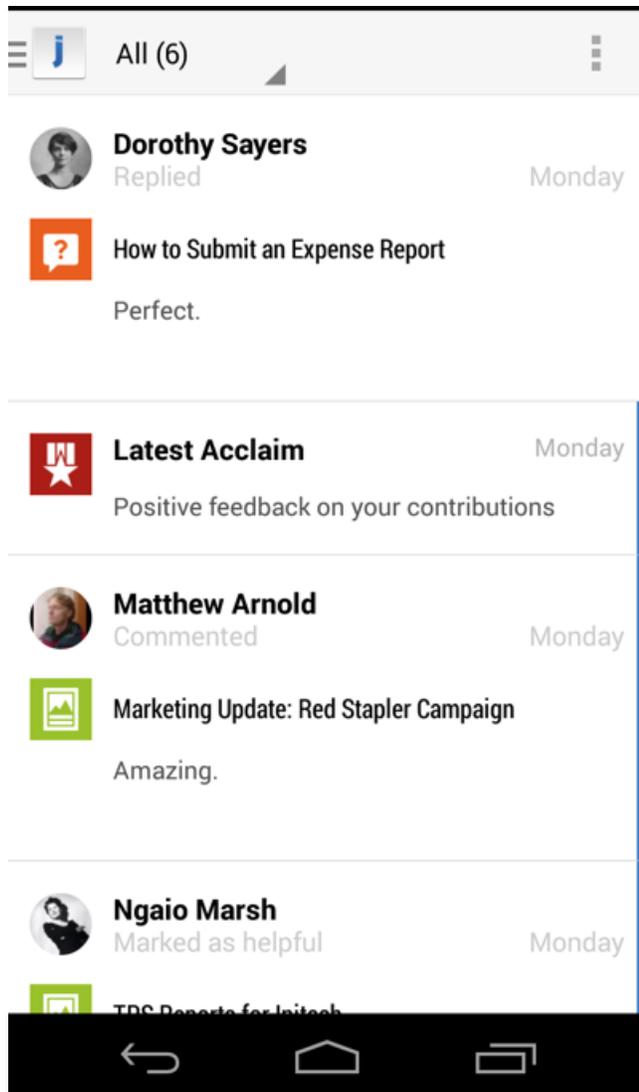
## Using your inbox

Quickly read and respond to messages from your Inbox.

From your Inbox you can:

- Sort your Inbox items by tapping either **All** or **Unread** at the top of the Inbox.
- Mark items as Read or Unread by long-tapping directly on the item and then selecting **Mark Read** or **Mark Unread** from the pop-up menu. From there you can select or unselect additional items by tapping them normally.

Here's an example of an Inbox:



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There are a few ways to begin following a piece of content, a person, or a place in the community.

Here are some easy ways to get started:

1. From the All Activity stream, tap a person's name or avatar, a content item, or the name of a place,
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### **Stop following people, places, or a piece of content**

To stop following something:

1. Go to the item, person, or place (by either tapping it from a stream or searching for it under the Find tab), and then tapping the Follow icon.
2. From there, select the streams from which you want to stop following the person, place, or content item.

You will no longer see the checkmark next to that stream or streams, and you will no longer see updates for that person, place, or content item in that stream. Those updates will still appear in the All Activity stream, however, because that stream shows all public activity in the community.

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3. Tap any item to go directly to it.

## Creating content

You can create discussions, documents, blog posts, and status updates, as well as send direct messages, right from your phone.

To get started creating content:

1. Swipe from left to right and then tap **Create**.
2. Select which type of content you want to create (discussion, status update, blog post, and so on).
3. Start typing.
4. Select the place where you want to publish the item by tapping the **Visibility** control at the top of the screen. Once you select an option here and finish typing your content, select **Publish**.

From the embedded keyboard you can:

- @mention people, places, or content items
- embed images in the content
- format text so it's bold, underlined, and so on