



Jive Interactive Intranet

Cloud User Guide

Jive Rewards

Notices

For details, see the following topics:

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

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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

Getting started with Rewards

Jive Rewards is a points system where you are rewarded for everyday interactions, such as liking content, answering questions, or voicing your opinion on a poll. The points system is complemented by missions, which are then rewarded with unique badges, and extra points as well. You can earn points, challenge coworkers, and give away badges and points to show your appreciation.

For details, see the following topics:

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

System requirements

The system requirements listed here should be met before using the add-on.

The following describes requirements for using Rewards.

Software requirements

- The latest Cloud version

Supported browsers

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

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

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

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

Important notes and restrictions:

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

2

Using Jive Rewards

Jive Rewards is the built-in way to improve your reputation or recognize your peer for their efforts.

You automatically gain *points* for using the community to create content and interact with other people and their content. For example, updating your status, answering someone's question, and commenting on a blog all result in your gaining points. When you collect a certain number of points, you reach a new *level* in your community. The achievement is displayed as a *badge* on your profile, on the leaderboards, and in the activity stream.

Rewards also include *quests* and *missions* that ask you to complete a sequence of specific activities. For example, an onboarding quest might require writing a blog post in the New People group, sharing it with another user, and liking someone else's post in the same group. When you complete a quest, you usually get extra points and a badge on your profile.

People with many points in the community, or in a specific place, are listed on *leaderboards*.

When you use a Jive community, you can see actions you take around the community reflected in points and badges that show up in your Inbox and on your profile.

For details, see the following topics:

- [Types of rewards](#)
- [Your rewards](#)
- [Rewards in community](#)
- [Challenging other users](#)
- [Awarding badges and points](#)

Types of rewards

Jive Rewards uses points as a way to measure your engagement with your community. You can move up levels depending on how many points you have, and you can earn more points by completing quests and badges.

When you receive a new reward, you get a notification in your Inbox. You can also see all your rewards on the Rewards tab in your profile; similarly, you can find the rewards of other users in their profiles. For more information about the Rewards tab, see [Your rewards](#) on page 10.

Points

Many activities you perform in a community, like creating a document or commenting on someone else's post, automatically earn you some *points*. You can also earn points for activities other people do, like following you or liking a post you created. A person's point total is always visible on their profile.

Badges

A *badge* is a visual indication that a user has completed an activity inside or outside the community or sign of recognition from peers. Badges can be earned through activity or given by other community users. They can also be granted manually by Rewards administrators. When you receive a badge, you get a notification in your Inbox.

Badges highlight your accomplishments, such as gaining a new level or completing a mission, and reflect the type of accomplishment. Most badges are earned once.

Levels and level badges

At a certain point accumulation, you acquire a new *level* and an associated *level badge*.

Notification of a new level is delivered in Latest Acclaim in the Inbox, along with a leaderboard with the point totals for other users who are close to the same level. You can find the global leaderboard on the Rewards page of your community.

Mission badges

Mission badges are associated with *missions* which track activities in a specific area. For example, the Author mission gains levels as you are creating and tagging content, and by having content bookmarked. Mission badges are incremented to show advanced achievement over time. Note that you can see zero earned points for a mission if you just reached a new level.

Quest badges

A *quest* is a set of specific activities you must perform to complete the quest and receive a *quest badge* and points.

Onboarding quests are available in Inbox, on the Get Started tab. For promoted quests, you receive a separate notification in the Inbox. Other quests you can find in your profile, on the Rewards tab. Note that some quests may become available to you only when you complete the prerequisite quests.

Some quests can be completed only once, the others you can complete multiple times and receive multiple badges. Note that after you complete a repeatable quest, the activity counters are reset to zero, and the quest becomes available to you.

Your rewards

From your profile page, you can access an overview of Rewards. Here you can find your overall progress, new badges, and earned or uncompleted missions and quests.

To find your Rewards:

- Click **Your Avatar > View Profile** , and then click **Rewards**.

Here you can explore the mission, quest, and badges tiles to discover where you earn the most points while engaging in community activities. And the **Overall Progress** tile displays the summary of your progress.

- For missions, you can see the level you are on and the number of points you got on the current level. Note that you can see zero earned points for a mission if you just reached a new level. You can also check which missions you didn't participate in, under **Unearned Missions Badges**.

Mission Details



Bookmarking Mission

This a sample mission with the goal to bookmark content!



Part of: Knowledge



You are at level 12

Level 13 is 6 points. You have earned 5 points.

How to earn points for this mission:

2 points

Bookmark another user's content



Level up in Missions to earn points and show others how awesome you are.

Close

[Your rewards progress](#)

[View leaderboards](#)

- For quests, you can see quest activities and the quest reward. The activities you completed are marked with  and the uncompleted with . You can also check which quests are available to you, under **Available Quests**.

Quest Details



Onboarding

Take your first steps in the community!

+ 100 Points earned upon completion

Your Progress

- ✓ [Update your avatar](#)
- [Follow another user](#)
- ✓ [Bookmark another user's content](#)
- [Mark a reply as helpful](#)
- ✓ [Comment on an item](#)
- [Post a status update](#)

Complete Quests to earn points and badges.
No limit on quest badges

Close

[View leaderboards](#)

Note that when you complete a repeatable quest, you can see it under completed and available quests at the same time.

Rewards in community

You can find the rewards of your peers on their profiles. For the global overview, you should go to the Rewards page.

Rewards of your peers

Similar to your rewards on your profile page, you can look for the rewards of other community users on their profile pages.

Community leaderboard

In the **Overall Progress** tile, click **Community leaderboard** to go to the community leaderboard. Here you find the ranking of the users in the community and their rewards.

Expert badges

The top 5 users who gained the most levels across all missions in each category every 30 days get an Expert badge in that strategy. Users can earn an expert badge more than once.

Challenging other users

You can challenge other users who are close in rank to you.

Note: This feature may be turned off by your community administrators.

You can send a subtle hint to those users who are directly above you in the points standing, letting them know you're catching up. Or you can also let other users know as you're passing them in the leaderboard. You can only challenge those directly above or below you on the same page in the leaderboard, for fairness.

You can find the community leaderboards on the **Rewards** page of your community or in Latest Acclaim notifications in your Inbox. For more information on leaderboards, see [Rewards in community](#) on page 14. A leaderboard may look like this:

BADGES! LEADERBOARDS

YOUR RANKING TOP 100

Show: Overall ▾

 **Everyone**
There are 3 people in your community

Rank	Person	Points (Daily Gain)	Join Date
1	 li li	328 points (+5) Challenge	April 27, 2019
2	 to to You	230 points (+230) 70 points to Level 2 	May 20, 2019
3	 ER	193 points (+30) Challenge	April 12, 2019

To challenge a user:

1. In a leaderboard, click **Challenge** next to a user you want to challenge.
2. In the **Issue a leaderboard challenge** dialog box, add your message for your colleague and then click **Challenge**.

The user you challenged receives a notification in their Inbox. This notification may look like this:

Notifications

Pending

Archived



TO TO HAS CHALLENGED YOU.

Less than a minute ago

Challenge

via Jive Rewards



I'm gaining on you! [Click here to see the challenge board](#)

OK

Awarding badges and points

You can award other community members a badge to recognize their contributions, and even give them some of your status points.

You can celebrate and thank other community members by awarding them badges, and optionally some of the status points you've earned yourself. Badges show up on the Rewards page, and the community member receives a notification that explains why.

To hand out a badge and optional points:

1. Click **Rewards** in the main navigation menu.

You can see the available badges on the **Badges** tab.

Alternatively, you can go to the user profile and select **Give badge** from the **Actions** menu.

Or @mention them in a content item or comment and select **Give a Badge** in the context menu.

2. Select a badge.
3. Start typing a person's name in the **Give to** field, and select their name.

You can only give one person a badge at a time.

4. In the optional message field type a brief thank-you message, or explain why they're getting the badge.

For example, you could type "Thanks for answering so many customer questions!" This message is shown on the Rewards page and in the notification the user receives.

5. If you want to give points with the badge, move the points slider.

Points will be removed from your community total and added to theirs. Point levels will affect leaderboards, but won't affect any missions that have already been earned.

6. Click **Give Badge**.