



Jive Interactive Intranet

Cloud User Guide

Jive Extensions: Microsoft Teams Add-on and Tile

Notices

For details, see the following topics:

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

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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](#).

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) 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

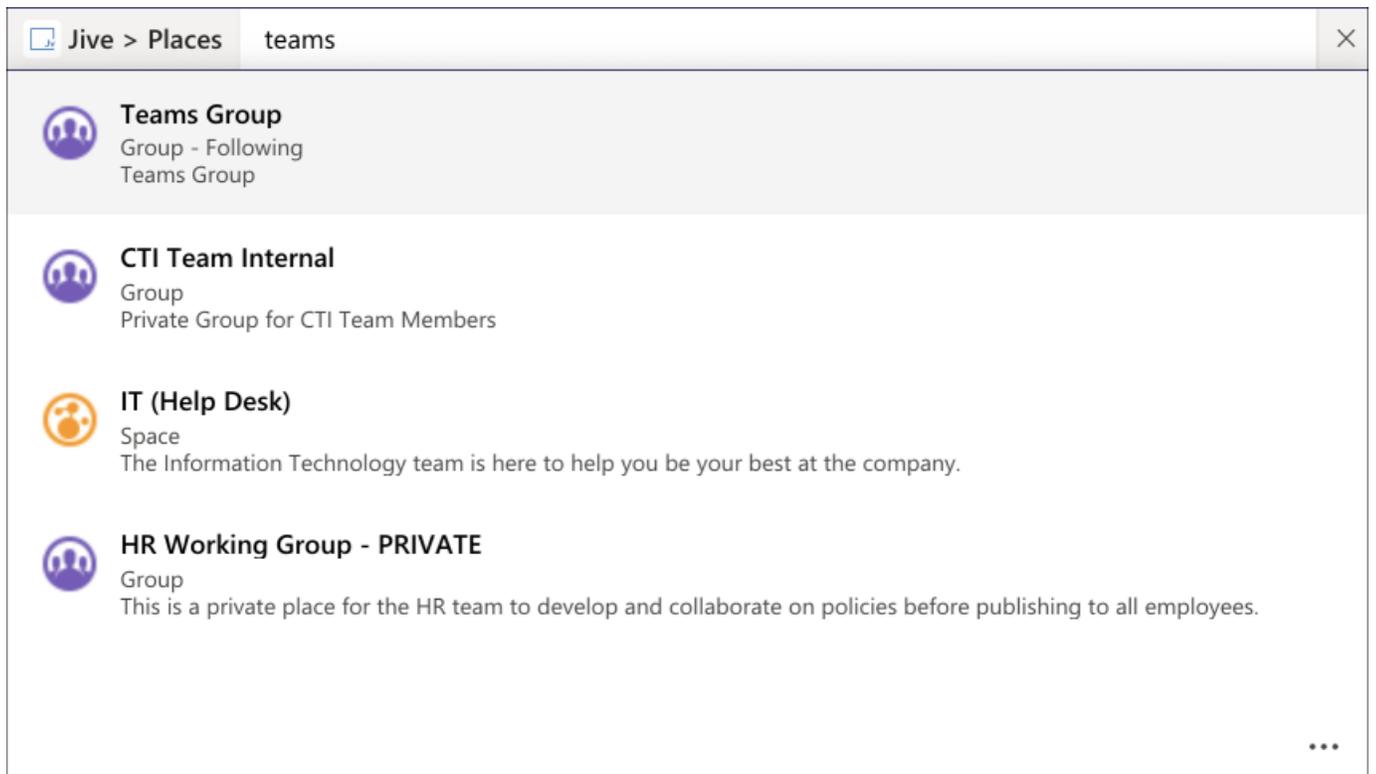
Chat



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:

- [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](#)

Creating Teams Status tiles

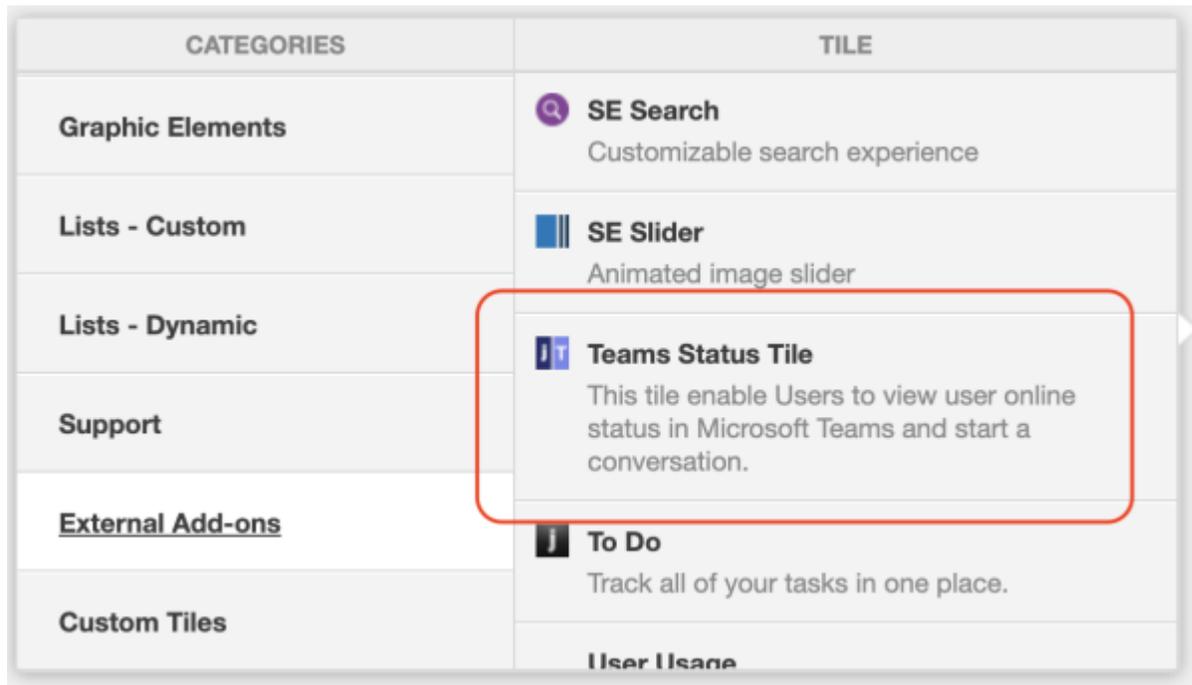
Here you can find details on adding and configuring Teams Status tiles.

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**.



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

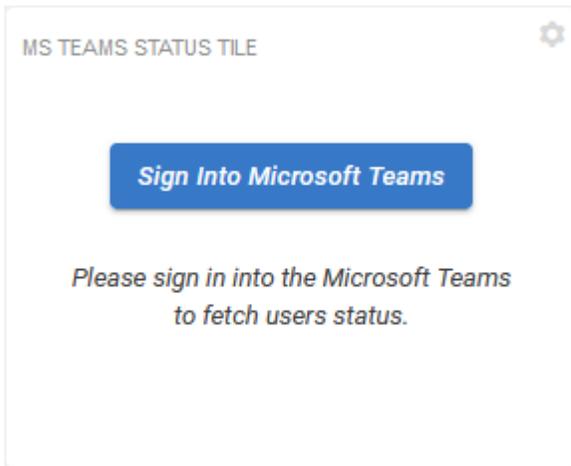
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Options	Description
Users retrieved for each data query	The number of Microsoft Teams users to be displayed in the list. Depending on the Display group members option, members of the Jive place or followers of the current users are displayed.
Status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

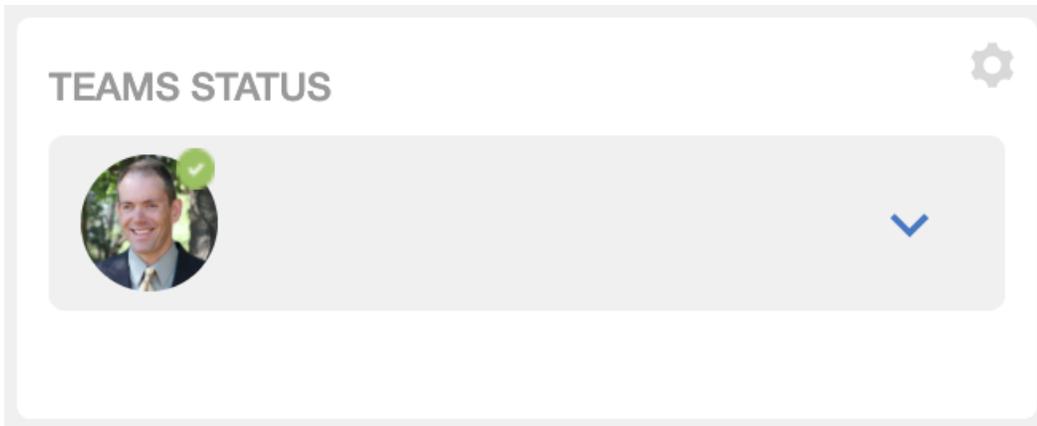
Options	Description
Display group members	For groups, indicates if followers or members of a group are listed in the tile. When cleared, the tile displays group followers; when selected, the tile displays group members. For spaces and projects, the tile always displays followers as these types of places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

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.

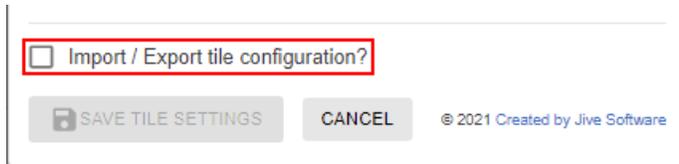


Copying settings from another tile

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 settings dialog box with a checkbox labeled "Import / Export tile configuration?" which is highlighted with a red border. Below the checkbox are two buttons: "SAVE TILE SETTINGS" and "CANCEL". To the right of the buttons is the text "© 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.

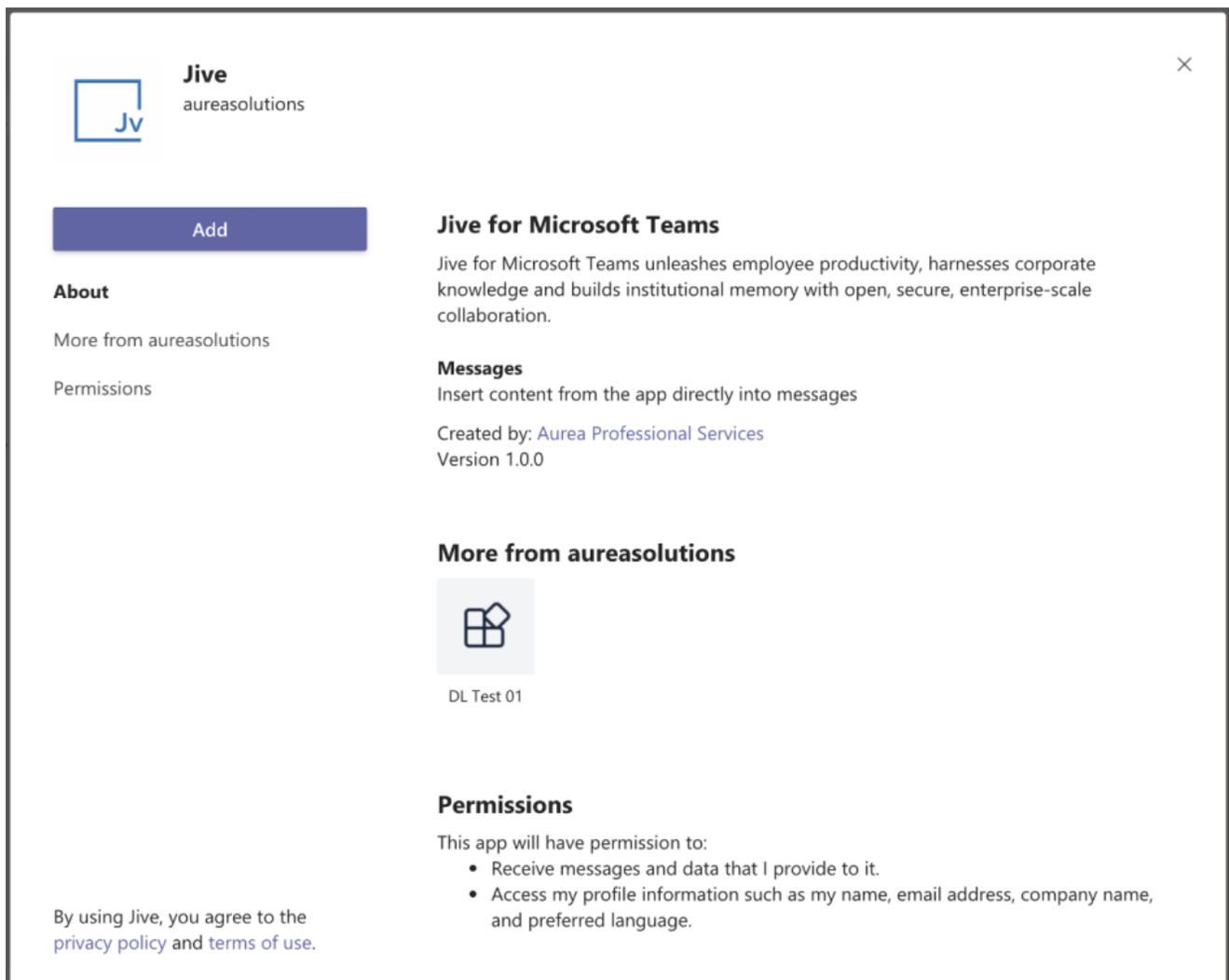
On the Microsoft Teams side

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 13, 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.

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 entry consists of a profile picture, the user's name, their title, their current status (e.g., 'Away', 'Unknown', 'Offline'), and a 'Chat' button with a Teams icon. The status icons are: a yellow clock for 'Away', a grey circle for 'Unknown', and a grey 'x' for 'Offline'.

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.

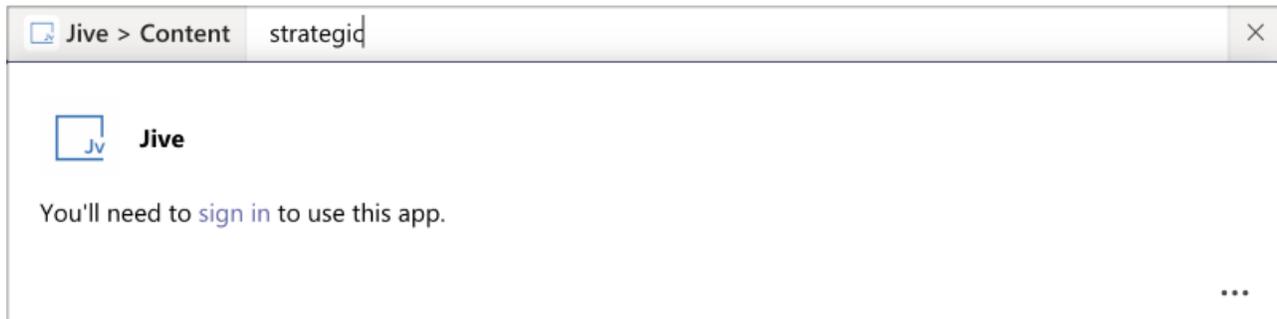
Accessing Jive from Microsoft Teams

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 13, you can search and reference Jive content from Microsoft Teams.

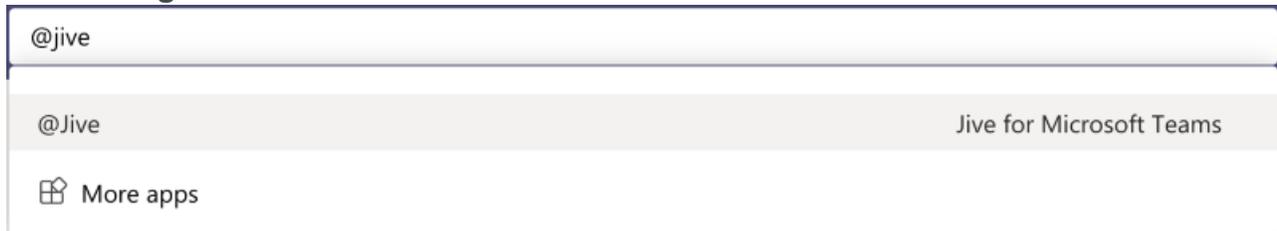
Signing in to Jive

On the first use, you will be prompted to sign in to Jive.

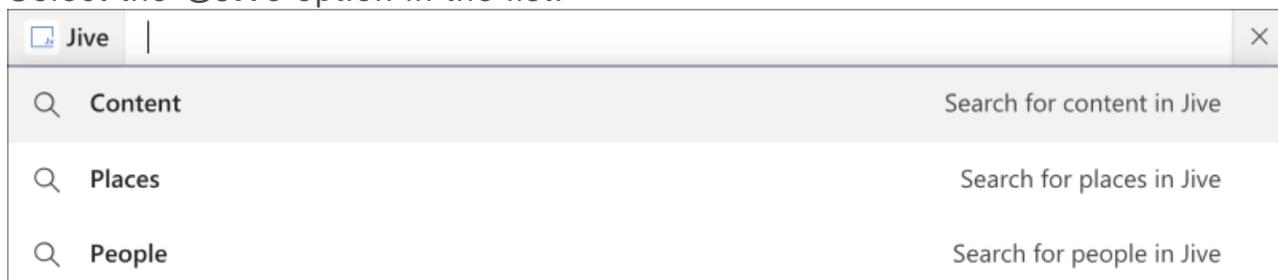


Click **sign in** and provide your Jive credentials.

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.

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. If you don't see in the list of available apps, contact your Microsoft Teams administrators.
2. You must add the app to your list, as described in [On the Microsoft Teams side](#) on page 14.