MODULE 10 Bridging the Social Gap

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Module Overview

This module explains how to better perform internal talent management, also known as knowledge management. An important advancement in SharePoint 2016 is the expansion of social computing features. For example, an organization may need to find an individual with the specific skills and knowledge to assist in completing a task or project. SharePoint 2016 offers a viable platform to help organizations with talent or knowledge management.

After completing this module, students will be able to:

• Describe the role of social computing in SharePoint 2016
• Describe best practices for implementing social collaboration
• Design a social experience
• Implement a community site leveraging the social computing features of SharePoint 2016

Lesson 1: Configuring Social Features in SharePoint 2016

SharePoint 2016 social networking and collaboration features help end users easily capture and share knowledge and expertise needed to do their work. Tools such as My Sites, Blogs, Wikis, Really Simple Syndication (RSS), Note Boards, Community Sites, Follows, Tags, Mentions and Newsfeeds are all examples of social networking tools available within SharePoint 2016.

Today's organizations are more accepting of social computing. Some of the main reasons why organizations are starting to venture into the social computing realm include:

1. **Maximizing knowledge sharing:** Within any organization, there are pockets of knowledge that could be useful to other parts of the organization.

2. **Bringing people together:** Social computing helps employees within the organization create a community through similar interests, which helps to bolster internal organizational pride and commitment.

3. **Attracting and retaining talent:** Employees who are new to the workforce are very savvy with social computing. These employees expect that social technology will be part of the tool set within an organization. They tend to gravitate towards organizations that leverage social technology as it may indicate a leadership position in the industry.
My Sites

SharePoint 2016 keeps many of the social experiences that SharePoint 2013 had. The social experiences throughout SharePoint are integrated through features such as note boards to start conversations, and document following to bookmark favorite content. In order to take full advantage of the social capabilities within SharePoint, My Sites must be configured and implemented. The SharePoint server administrator is responsible for the configuration of My Sites. Once My Sites have been configured, each user can access and customize their own My Site.

Accessing My Sites is done using the app launcher located in the upper left-hand corner of the SharePoint site. It contains links to Newsfeed, OneDrive and Sites.

The app launcher

Depending upon the link selected, users will be redirected to their My Site. Upon entering into My Site, the user will have immediate access to all information on My Site and My Profile including Newsfeed, About Me, Follows, Trending tags and My Site Apps.

Newsfeed

OneDrive

OneDrive for Business is a person’s professional library that allows them to keep work documents within a company’s SharePoint environment. Files on OneDrive for Business are typically secure unless they are shared with co-workers. OneDrive for Business is separate from Microsoft’s publicly available OneDrive, which allows anyone to store documents or pictures in the cloud.

OneDrive for Business allows users to:
• Store and organize private documents in a secure location within SharePoint.

• Share documents with other people in an organization and give them permission to review or edit the content.

• Synchronize OneDrive for Business library to a computer or mobile device, so that documents can be accessed offline.

Configuring My Profile

A profile is a set of information that identifies and describes a user. Profile information can be found within the About Me section. The types of profile information are:

• **Basic Information**: This includes picture, status update and Ask Me About.

• **Contact Information**: This includes contact information such as phone, fax and assistant.

• **Details**: This includes past projects, skills, schools, birthdays and interests.

• **Newsfeed Settings**: This includes Followed #Tags, Email Notifications and People I Follow.

• **Language and Region**: This includes the ability to define languages, time zones and regional information such as work week and time format.

It is important to note that much of the information in My Site and in My Profile is populated using the User Profile Service. This service uses information stored in Active Directory. The information may not display correctly if there are discrepancies in Active Directory. SharePoint 2016 has the ability to update Active Directory with information added into SharePoint.

A feature of the profile information is that the user can control the visibility of much their information. On the profile information pages (Basic Information, Contact Information, Details), there is a column labeled, **Who can see this?** This column allows the user to set the visibility for specific properties as permitted by the server administrator in the My Sites configuration. The server administrator can set the visibility and determine whether the user can adjust it.

**Basic Information**

This section, of the profile, allows the user to see their published information. Typically, this information is populated through Active Directory.
**Editing basic information in the user profile**

**Contact Information**

This section allows the user to include any contact information that is not available through Active Directory.

**Editing contact information in the user profile**

**Details**

This section allows users to share information including skill sets, school history and birth date.
Editing details in the user profile

Newsfeed Settings

Newsfeed is the primary page within My Sites that aggregates all activities and updates for a particular user. The Newsfeed Settings allow a user to configure the level of detail collected and made visible.

Newsfeed settings

Note Board

This section allows users to start a conversation with everyone that is following or visiting a site. Conversations started from within a person's Newsfeed that are Shared with a particular site are automatically added to the selected sites’ note board within the site.
Activity Feed

The Activity Feed presents an aggregate summary of all activities a person is following. Filters in the feed include:

- **Following**: Information that the user is following
- **Everyone**: Conversations geared towards everyone
- **Mentions**: Content where the user's name has been mentioned
- **Activities**: Information based on activities the user has performed
- **Likes**: Content liked by others

Following

The Following panel presents a summary of the people, documents, sites or tags selected by a user, and provides quick access to the information that is deemed most important to the user.
Trending Tags

Trending incorporates the idea of tagging, and presents a summary of tags which have been used recently with the highest frequency.

Using Social Tags and Note Boards

SharePoint 2016 uses the Activity Feed to show the many different integration points tied into information displayed in My Site. SharePoint uses both the User Profile service and the Managed Metadata service to help populate information from social tags and note boards and report on these activities. These social tags are managed by the Managed Metadata service.

Social Tags

Social tags are the means by which a company's folksonomy grows. By monitoring the social tags, administrators can begin to understand taxonomy trends within the organization as they develop at a grassroots level. Another way to look at social tags is to consider them personal keywords, or tags that SharePoint users attribute to specific SharePoint objects such as document libraries and lists. Once a social tag is added, it is retained in the repository and will be suggested to other SharePoint users.
Note Boards

Note boards allow users to add personal comments to pages, sites, lists, libraries, documents and items.

![Note Board Interface](image)

Writing a note on a note board

Using Tags and Notes

1. Navigate to a SharePoint list, library, or page and click List or Library > Share & Track > Tags & Notes.

   ![Tags and Notes](image)

   When working with a list or library, be sure to select a document first and then click Tags & Notes in the ribbon.

2. Click Tags & Notes to add more individual tags and see Suggested Tags and Recent Activities for this SharePoint object.

3. Click the Note Board tab to add a specific comment or see any other comments left for this object.

My Site Blog

A blog site is a location where a user can post ideas, observations and expertise that other site visitors can read and comment on. My Sites automatically have an associated blog site and is accessible from the quick launch toolbar.
Personal blog on My Site

Categories

Included on the welcome page for the blog site are Categories and Archives. Categories are keywords that are used to label or tag blog entries that are related. They can be managed like any other list within SharePoint. Default categories include Events, Ideas and Opinions. Click Add Category to create a new category.

Add a category link

Blog Tools Web Part

The Blog tools web part contains links to access common blog management tools.
Create a Post

1. Navigate to the blog site welcome page and click **Create a post** in the **Blog tools** web part.

2. In the dialog box, add a **Title**.

3. Click into the **Body** section and notice the **Editing Tools** ribbon becomes available. This rich text section allows pictures, hyperlinks, styles (formatting) to be added.

4. In the **Category** section, add the appropriate category or categories for this blog post.

5. If desired, in the **Published** section, set the date and time when the blog post will be published.

6. If needed, the user can **Publish**, **Save As Draft** or **Cancel** this post.

7. Once published, it is visible on the home page of the blog.
Blog

Welcome to my blog!
Thursday, July 21, 2016

This is where I’ll be sharing my thoughts on topics that matter to me. Who knows... I might even share pictures, videos and links to other interesting stuff.

If I catch your interest, let me hear from you.

by Jerome Clark at 4:18 AM
0 comments | Like Email a link •••

A blog post

Manage Posts

1. Navigate to the blog site welcome page and click Manage posts.

2. Manage posts by selecting the post, and choosing Items > Edit Item from the Manage group.

Managing a post

Manage Comments

1. Navigate to the blog site welcome page and click Manage comments.

2. Manage comments by selecting the option, and choosing Edit Item from the Items menu for the specific comment.

As a general rule and best practice, be sure to enable Content Approval for the Comment List, or all comments will automatically be published.

Launch Blog Program to Post
This tool is used to open Word 2016 and connect the blog with categories making them available within Word.

1. Navigate to the blog site welcome page and click **Launch blogging app**.

2. Word will open and ask the user to enter information about the blog location. SharePoint will automatically add the location of the blog site. Click **OK** to make the connection.

![New SharePoint Blog Account](image)

**Configuring a blog account**

3. Click **Yes** when the Windows warning appears, and **OK** for the completed window.

4. When completed, Word 2016 will display a **Blog Post** and **Insert** tabs for creating and maintaining Blog posts.

5. Click **Enter Post Title Here** and create a post title.

6. Underneath the rule, add the post information including pictures, hyperlinks and styles.

7. To add a category, click **Blog Post > Insert Category** from the **Blog** group.

![SharePoint 2013 Social Networking](image)

**Inserting a category**

8. In the newly added **Category** section, choose the appropriate category from the drop-down list.

![SharePoint 2013 Social Networking](image)

**Choosing a category**

9. When completed, click **Blog Post > Publish** or **Publish as Draft** from the **Blog** group. When successfully completed, Word will display when the post was published.
Publishing a post

SharePoint 2016 Social Computing Best Practices and Terminology

When implementing the social features of SharePoint 2016, administrators should consider the following:

- To effectively use My Sites, ensure that Active Directory properties are up to date.
  - Work with IT to coordinate efforts.
  - Encourage users to update their My Site profile by making it a part of their yearly review.
  - Remember that IT has the ability to limit which information a user can update through the User Profile Service found in Central Administration.
- Coordinate how My Sites and social computing are best used within the organization.
- When using My Site blogs, make sure to enable Content Approval for the comments list.

Social Terms and Concepts

Following is a glossary of social terms and concepts. Additional information can also be found on Microsoft's site at: http://technet.microsoft.com/en-us/library/jj219804.aspx.

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post</td>
<td>A post is an initial message that is created by a user or generated by the system.</td>
</tr>
<tr>
<td>Reply</td>
<td>A reply is a response to a post.</td>
</tr>
<tr>
<td>Activity</td>
<td>An activity is either a post or a reply. Posts and replies are collectively known as activities.</td>
</tr>
<tr>
<td>Conversation</td>
<td>A conversation consists of a single post and any number of replies.</td>
</tr>
<tr>
<td>User Activity</td>
<td>A user activity is a post or reply originating from a user, and not a system-generated post or reply.</td>
</tr>
<tr>
<td>Following</td>
<td>Following refers to a user-initiated action that indicates a user's interest in a specific document, person, site or tag. When a user follows an item, new activities about that item appear in the user's newsfeed on the user's My Site.</td>
</tr>
<tr>
<td>Notifications</td>
<td>A notification is a system-generated email that notifies a user of an activity occurring on a thread they contributed to, notifying the user that someone has started following him or her, or notifying the user that someone has mentioned him or her.</td>
</tr>
<tr>
<td>Entity</td>
<td>An entity is a person, document, tag or site. Entities can be followed.</td>
</tr>
<tr>
<td>Feed or Newsfeed</td>
<td>A feed is a generic term that is used to refer to a container of conversation and activities. Special purpose feeds exist, such as the Likes view or the Consolidated Feed, where these feeds show different views or filtered views of conversations and activities. For example, the Likes view shows all items liked by the user. The Activities view shows all activities, such as following a person, posts or replies performed by the user.</td>
</tr>
<tr>
<td>Likes view</td>
<td>The Likes view is a feed of activities liked by the user</td>
</tr>
<tr>
<td>Activities view</td>
<td>The Activities view is a feed showing all posts, replies and likes made by the user</td>
</tr>
<tr>
<td>Mentions view</td>
<td>The Mentions view is a feed showing all messages where the user was mentioned.</td>
</tr>
<tr>
<td>Everyone view</td>
<td>The Everyone view is the feed with all activities from all users.</td>
</tr>
<tr>
<td>Site feed</td>
<td>The site feed is a feed scoped to a particular group of users. The site feed is a feature on a team site. Security trimming applies to site feeds.</td>
</tr>
<tr>
<td>Consolidated feed</td>
<td>The consolidated feed is a feed that contains threads from entities a user is following. By default, the consolidated feed displays 20 items and is ordered in reverse chronological order. This is the default view of the newsfeed shown on the user's My Site.</td>
</tr>
</tbody>
</table>
Lesson 2: Creating a Community Site

A community site is a new site template that provides a forum-type experience within SharePoint. Members of communities can view information, participate in conversations, endorse posts and set alerts on a variety of topics broken in many categories. Each community site has a moderator that helps keep the community active and relevant by reviewing postings, assigning badges and setting reputation points for replying, posting or receiving likes on conversations.

Community Terminology


<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category</td>
<td>A category is a unit of organization to define similar characteristics of discussions. For example, in a community site for products, there might be a separate category for each product that a company manufactures.</td>
</tr>
<tr>
<td>Discussions and threads</td>
<td>Categories contain discussions, which in turn contain threads. Discussions often focus on a question or a specific area of interest for member feedback. Members contribute to discussions by replying to the original post, which creates a thread within the discussion.</td>
</tr>
<tr>
<td>Membership</td>
<td>Users who visit a community site can join and become a member of the community. Members are maintained in a SharePoint list that contains additional information that is specific to the user within the community site.</td>
</tr>
<tr>
<td>Visitor</td>
<td>A visitor is a person who visits a community but is not yet a member.</td>
</tr>
<tr>
<td>Member</td>
<td>A member is a person who joins the community and has permission to participate.</td>
</tr>
<tr>
<td>Moderator</td>
<td>A moderator is a community member who has permission and access to tools to manage, or moderate the community settings and members. Moderation involves reviewing and addressing posts that are flagged as inappropriate, setting rules for discussions, specifying interesting content as featured discussions to promote them, and so on. Strong moderation is important to promote quality content, to help users find useful content, and to make sure that that boundaries are in place to make the community successful.</td>
</tr>
<tr>
<td>Reputation</td>
<td>Each member of the community site earns a reputation within the community. Users earn a reputation based on specific activities and feedback from other members, such as when the member’s posts are liked frequently or rated as a best answer. Reputation functionality is maintained at the site level, and is specific only to that community site; in other words, reputation does not span sites within a site collection. This is by design because a member might be considered more reputable in one community than another community. Moderators and site owners define and adjust reputation settings for the community as a whole.</td>
</tr>
<tr>
<td>Gifted badges</td>
<td>Moderators and site owners can give a user a gifted badge to designate the user as a special contributor of the community. Gifted badges replace earned reputation. For example, a gifted badge may be given to highlight users who are experts in an area.</td>
</tr>
<tr>
<td>Best reply</td>
<td>In a discussion, one reply can be designated as the best reply. Only the original poster or moderators can designate best replies. By building up best replies, members can improve their reputation in the community.</td>
</tr>
</tbody>
</table>

Planning a Community

When creating a community, there are several questions that need to be answered such as:

- What is the purpose of the community?
- Who is the site administrator?
- Who are the site moderators?
- Who are the community members?
  - Everyone in the company?
  - A small group?
Configuring a Community

In order to create a community site, the SharePoint Server Standard Site Collection feature must be enabled at the root site collection.

1. Click Settings > Site Settings > Site Collection Administration > Site Collection Features.
2. Click Active for the SharePoint Standard Site Collection Features.
3. Click Settings > Site contents.

Accessing site contents

4. Click new subsite towards the bottom of the page.
5. Type a descriptive name for the site.
6. Type a URL for the site with no spaces.
7. Select Collaboration > Community Site as the template from the Template Selection section.

Creating a new community site

8. Keep the default permissions.
9. For navigation select No for the Use top link bar from the parent site.
10. Click Create.
11. Click OK.
Configuring Categories

Administrators of communities have the ability to define specific categories for the types of discussions within the site. Members of a community can view the number of discussions and replies. They may also filter the list of categories by trend level, by most recent posts or even just alphabetically. Moderators have the ability to assign a photo or graphic to the community to help members easily identify the type of conversations happening with a particular category.

1. Click **Create categories** from the **Community tools** box.

2. Click **new item**.

3. Type a name for the category.

4. Type a brief description of the intent of the category.

5. Click **Save**.

---

**Community tools**

**Adding a new category**

**A best practice is to keep the description short, because it is added to the category box, which has limited space for long descriptions.**
6. Click **Categories** in the quick launch to view a tile display of all categories within this community.

**Viewing Discussions**

Discussions are topics or conversations within a community. Members of a community can start a new discussion or reply to existing discussions. When discussions are added, they are associated with a category. Filtering of discussions within a category include **Recent**, **What's hot**, **My Discussions**, **Unanswered Questions**, **Answered Questions** and **Featured** making it very easy for members to find the discussion in which they are most interested.

![Image of Power User Tips]

**Views in discussion boards**

**Creating Discussions**

1. Click **new discussion**.

![Image of new discussion button]

**Creating a new discussion**

2. Type a question or topic in the **Subject** box.

3. Type additional details or thoughts in the **Body**.

4. Determine if the item being created is a question or just a general post.

5. Select the associated category from the **Category** drop-down menu.

6. Click **Save**.
Discussion details

Social Discussions

Members of a community have the ability to participate in discussions by responding to posts, liking other posts or creating new discussion topics. Discussions within a community site leverage the new Microblogging features with SharePoint allowing members of a community to perform a set of actions that promote social networking.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mentions</td>
<td>When members post or reply to threads, they can tag other users by mentioning them. A mention takes the form of an 'at' symbol [@] and the user's name. The user profile service returns a list of names that match the member's input. When users are mentioned, the users receive an activity in their My Site newsfeed that alerts them to the mention.</td>
</tr>
<tr>
<td>Likes</td>
<td>When members post or reply to threads, other members can like the original post or individual replies. Likes provide a method to collect public validation or support for a message.</td>
</tr>
<tr>
<td>Featured</td>
<td>Allows the moderator to identify a discussion as a featured item, which adds it to the list of discussions when filtered from within the category.</td>
</tr>
<tr>
<td>Best reply</td>
<td>Ability for the moderator or original poster of a discussion item to designate a specific reply as the best reply. By building up best replies, members can improve their reputation in the community. Best replies are moved to the top of the discussion and featured directly below the original discussion item.</td>
</tr>
<tr>
<td>#Tags</td>
<td>When members post or reply to threads, they can tag words by using hashtags. A hashtag takes the form of a number symbol [#] and the corresponding words that the member wants to include in the tag. The managed metadata service returns a list of terms that match the member's input. When a post contains tags, the newsfeed displays an activity related to that tag; any users who follow that tag see the activity in their newsfeed.</td>
</tr>
<tr>
<td>Report to Moderator</td>
<td>Ability for a member of a community to report potentially offensive replies to the moderator for removal and potential removal. The moderator has the ability to decide if the post should be retained or removed.</td>
</tr>
</tbody>
</table>

1. Click **Site Settings** > **Site Contents** > **SharePoint Community Site** towards the bottom of the page.
2. Click a discussion.
3. Click **Reply** under the initial post and start typing *Thanks @Jerome for the tips!* Notice the people selector that appears allowing Jerome’s name to be selected and added as a mention in the reply post.
### Using mentions

4. Finish typing the message and click **Reply**.

### Viewing replies

#### Moderator Functions

The moderator role ensures the integrity and relevance of activity with a community site.

<table>
<thead>
<tr>
<th>Name</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Enable Reporting of Offensive Content</strong></td>
<td>This function adds an option to the reply menu allowing members of a community the ability to report a post as a potentially offensive content.</td>
</tr>
<tr>
<td><strong>Reputation</strong></td>
<td>Each member of the community site earns a reputation within the community. Users earn a reputation based on specific activities and feedback from other members, such as when the member’s posts are liked frequently or rated as best answer.</td>
</tr>
<tr>
<td></td>
<td>Reputation functionality is maintained at the site level, and is specific only to that community site; in other words, reputation does not span sites within a site collection. This is by design because a member might be considered more reputable in one community than another community. Moderators and site administrators define and adjust reputation settings for the community as a whole.</td>
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<tr>
<td>Name</td>
<td>Description</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Badges</td>
<td>Moderators and site administrators can gift a badge to a user to designate the user as a special contributor of the community. Gifted badges replace earned reputation. For example, a gifted badge may be given to highlight users who are experts in an area.</td>
</tr>
<tr>
<td>Achievement Levels</td>
<td>Moderators and site administrators can set specific achievement point levels within a community based upon the level of activity. As members create discussions and post replies, they obtain points toward each defined achievement level.</td>
</tr>
</tbody>
</table>

**Configuring Communities**

1. Click **Community Settings** in the **Community Tools** box.
2. Click the box **Enable reporting of offensive content**.
3. Click OK.

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*Enable the reporting of offensive content*

4. Return back to the community site.
5. Click **Reputation Settings**.
6. Adjust the values next to **Member achievements point system** as desired.
7. Adjust the values next to **Achievement level points** as desired.
8. Leave the **Achievement level representation** to their default values.
9. Click OK.
Achievement levels

10. Click **Assign Badges** from the Community Tool box.

11. Click a member.

12. Click **Moderation > Give Badge** in the Gifted Badges section.

Giving badges

13. Select **Professional** from the Gifted Badge drop-down menu.
Lab 1: Designing a Social Experience in SharePoint 2016

Learning Lake is interested in driving adoption for SharePoint by enabling the social collaboration features. As a site administrator, you need to make sure that end users will be able to connect with people throughout Learning Lake. You also will provide insight and feedback on content that is most relevant to end users.

After completing this lab, you will be able to:

- Enable content ratings
- Configure RSS feeds
- Manage user profiles

Estimated time to complete this lab: 30 minutes

Exercise 1: Enabling Content Ratings

Learning Lake wants to make sure that employees have the ability to rate and find the most useful content throughout SharePoint. Enabling content rating on lists and libraries is one way to allow users to provide feedback on individual content pages and documents.

1. In the global navigation, navigate to Departments > Human Resources.
2. On the bottom right of the page, click the Documents library.
3. On the ribbon, click Library > Library Settings in the Settings group.
4. Click General Settings > Rating settings.
5. In the Rating Settings window, click Yes next to Allow items in this list to be rated.

6. Keep the setting to Star Ratings under Which voting/rating experience you would like to enable for this list.

7. Click OK.

8. On the current navigation, click Documents to return to the library.


10. Check the box for the Number of Ratings column, so that it appears in the document library column.

11. Click OK to save changes.

Exercise 2: Configuring RSS Feeds
Learning Lake wants to make it easy for people to stay informed when new content has been added to a document library or list. RSS, or really simple syndication, is an easy way to enable a feed to a list or library that end users can subscribe to in order to stay informed on content that changes.

1. On the ribbon, in the Documents library, click Library > Library Settings in the Settings group.

2. Click Communications > RSS settings.

![RSS settings](https://skillpipe.com/#/reader/urn:uuid:9e691a33-42d3-4176-b322-412dee76a30f@2022-02-23T14:00:00Z/content)

3. Confirm that Yes is selected under Allow RSS for this list?

4. Select Yes under Truncate multi-line text fields to 256 characters in the RSS Channel information section.

5. Leave the Title, Description and Image URL set to their default values.

6. Click Yes under Link RSS items directly to their files in the Document Options section.

7. In the Columns section, select the columns to appear in the RSS field and set their display order based upon the following table:

   a. Title: 1
   b. Modified: 2
   c. Modified By: 3
   d. Rating (0-5): 4

8. Under Item Limit, keep the default values.

9. Click OK.

10. Click Documents in the Page Title breadcrumb.

11. Click New.

12. In the dialog window, click the Browse button.

13. Navigate to C:\Labfiles\Documents and select Vacation Policy.docx.

14. Click Open and OK.

15. To view and subscribe to the feed, click Library > RSS Feed in the Share & Track section. Note the link to subscribe to the RSS feed.

Exercise 3: Enabling Social Features in My Profile

Learning Lake wants to make sure that individuals throughout the organization can search and connect with people quickly and easily. It is easier for people to connect with you when your profile is updated with information about past projects, skill sets, education and experience. The Activities feed and Followed tags help you determine what information they are interested in viewing in your newsfeed.

1. In the global navigation, click Jerome Clark.

2. Click About Me. (This will take a moment to load.)

3. Click edit your profile.

4. In the Ask Me About box, type SharePoint Administration including custom lists, workflows and collaboration.

5. Click Details at the top of the screen.

6. In the Past projects box, type SharePoint 2013 migration, PTO request form development.

7. In the Skills box, type SharePoint Designer, InfoPath, HTML, Requirements Analysis.
8. On the menu, click the ellipsis (to right of Details) to view additional options and then select Newsfeed Settings.

![Newsfeed Settings](image)

9. In the Followed #Tags box, enter the following tags. After each word, press [Enter] to create a new tag. If a term already exists, the suggestion box will appear. Include the # symbol in front of each tag.

   a. #SharePoint
   b. #CompanyNews
   c. #Training

10. For Email Notifications, keep the default settings.

11. For People I follow, confirm that the box is selected Allow others to see the people you're following and the people following you when they view your profile.

12. If necessary, for Activities I want to share in my newsfeed, check the box Share all of them.

![Email Notifications and People I follow](image)

13. Click Save all and close to update your social preferences and profile.

14. On the pop-up window, read the warning and then click OK. If the dialog box fails to dismiss, click the X in the top right corner to close it.
Lab 2: Creating a Community Site

Learning Lake is interested in creating a forum where employees can connect with others throughout the company to share expertise and ideas, as well as seek help from others who may have knowledge in a specific area of interest.

The SharePoint collaboration team is responsible for monitoring the community, but has concerns about the content that may be posted. As a site collection owner, you are responsible for setting up the community site and configuring it, so that members of the community can report inappropriate content to the site moderators.

After completing this lab, you will be able to:

- Create and configure a community site
- Create and manage discussions
- Recognize users who contribute to the community

Estimated time to complete this lab: 60 minutes

Exercise 1: Creating the Community Site

2. Click Settings > Site contents.
3. Click new subsite toward the bottom of the page.
4. Type SharePoint Community for the Title of the site.
5. Type community as the URL for the site.
6. In the Template Selection area, click the Collaboration tab and then Community Site.
7. In the Permissions section, select Use unique permissions.

8. Click Create. (It will take a moment to move to the next page.) Note the names of the groups that have been created. You will update the membership of these groups in an upcoming step:
   a. SharePoint Community Visitors
   b. SharePoint Community Members
   c. SharePoint Community Owners

9. Click OK to complete the site provisioning.

10. To add the users to the groups, click Settings > Site settings.

11. Click Users and Permissions > Site permissions. Note that there are four groups with permissions to the SharePoint Community site. You will only update the Members group.

12. Click SharePoint Community Members.

13. Click New > Add Users.

14. In the top box, type Everyone and click Share.

15. In the global navigation, click SharePoint Community to navigate back to the main page of the community site.

Exercise 2: Configuring the Community Site

Learning Lake is interested in having different topics within the community site in order to shape and organize the types of conversations within the site. Custom categories within a community site can help visitors understand the different conversations occurring within the community site as well as the number of members and posts.

1. From the SharePoint Community home page, in the Community tools box, click Create categories.
2. Click new item.

3. In the Category Name field, type Development.

4. In the Description field, type Best practices and ideas for creating Apps in SharePoint 2016.

5. Click Save.

6. Click new item to create a second category.

7. In the Category Name field, type Power User Tips.

8. In the Description field, type Tips and tricks for the savvy SharePointsers.

9. Click Save.

10. On the quick launch, click Categories to view a tile display of all categories within this community. You will use these categories in the next exercise.

Exercise 3: Creating a Discussion
Learning Lake’s IT Department wants to start a discussion on tips and tricks to help end users share things they have learned about SharePoint. To give end users the ability to share tips quickly with others throughout Learning Lake, you create a discussion item within the community site.

1. Use the global navigation link to navigate back to the SharePoint community site at http://intranet.learninglake.com/community.

2. Click new discussion.

3. In the Subject box, type Tips on working with documents.

4. In the Body field, type Dragging and dropping documents directly into SharePoint works with Internet Explorer 10 only if you have Office 2013 installed. A workaround is to use Firefox or Google Chrome.

5. Select Power User Tips from the Category drop-down.

6. Click Save.

7. Review the new discussion you posted.

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**Exercise 4: Replying to a Discussion**

Learning Lake is interested in promoting collaboration between employees. Posting and replying to discussions within a community allows employees at Learning Lake to participate in a conversation with others that is searchable and visible by other members of the site.

1. Click on the Start menu in the lower left of the screen.

2. Click Jerome Clark and select Switch account.
3. From the Windows 10 login screen, select **Other User** in the lower left.

4. Sign in as Bonnie Chang using the information below. (It will take a moment to get to the desktop after logging in.)
   
   a. **Username:** *bonnie*
   
   b. **Password:** *Passw0rd1*

5. Launch your browser.

6. If you are using Internet Explorer, and receive a pop-up window **Set up Internet Explorer**, click **Don't use recommended settings** and click **OK**.

7. If you receive a pop-up for the **Adobe PDF Link Helper** or **Lync Browser Helper** add-ons, click **Enable**.

8. Click **Bonnie Chang** in the global navigation.

9. Click **About Me**.
10. Click **edit your profile**.

![About Bonnie Chang](image)

11. On the menu, click the ellipsis (to the right of **Details**) to view additional options.

12. Click **Newsfeed Settings**.

![Basic Information Contact Information Details Details](image)

13. If needed, next to **People I follow**, check the box **Allow others to see the people you're following and the people following you when they view your profile**.

14. Verify the box is checked **Share all of them** next to **Activities I want to share in my newsfeed**.

![Email Notifications](image)

15. Click **Save all and close** to update your social preferences and profile.

16. On the pop-up window, read the warning and then click **OK**. If the dialog box fails to dismiss, click the **X** in the top right corner to close it.

17. Click **Sites** under the nine square grid in the upper left of the browser window. Note that Bonnie Chang is currently not following any sites.

19. From the global navigation, click SharePoint Community.

20. Click the discussion Tips on working with documents.

21. Click Reply under the initial post by Jerome Clark.

22. Type Thanks @Jerome for the tips! Notice the people selector that appears when starting to type Jerome’s name. Click Jerome Clark to add him as a mention in the reply post.

You can only mention someone when you are sharing your community activities. This setting is under your Activities section within your profile that was adjusted earlier in this exercise.

23. Click Reply. Since Jerome was tagged in the reply, his name is highlighted.
While logged in as Bonnie Chang, you will create a new discussion.

24. Use the global navigation to go the SharePoint Community main page.

25. Click new discussion.

26. Fill in the new discussion with the following information:
   
   a. **Subject:** Dragging and dropping documents into folders
   
   b. **Body:** Another hot tip is the ability to drag and drop documents from within a library into a folder within that same library.
   
   c. **Category:** Power User Tips

27. Click Save. (This may take a moment to complete.)

**Exercise 5: Managing a Discussion**

Now that more people are starting to post comments and discussions in the SharePoint community site, Jerome is interested in making sure that other contributors can report offensive content. In addition, to promote more discussions, Jerome is going to change the reputation settings and create some badges to identify top contributors.

1. Click the Start menu.

2. Click Bonnie Chang and click Sign out.

3. Once Bonnie is signed out, click the desktop background.

4. In the lower left, select Jerome Clark and type Password1. Press [Enter].

   Your browser should be open and you should be at the SharePoint Community site.

5. If you are there, press [F5] to refresh your browser. Bonnie Cheng’s reply should be in the list now. Proceed to step 7. If not at the community site, proceed to step 6.

6. If needed, navigate to the SharePoint community site at http://intranet.learninglake.com/community.

7. In the Community tools box, click Community settings.

8. Check Enable reporting of offensive content and click OK.

   ![Enable reporting of offensive content](https://skillpipe.com/#/reader/urn:uuid:9e691a33-42d3-4176-b322-412dee76a30f@2022-02-23T14:00:00Z/content)

9. In the Community tools box, click Reputation settings.
10. Adjust the values under **Member achievements point system** according to the following table:

   a. Creating a new post: 20
   
   b. Replying to a post: 15
   
   c. Member’s post or reply gets liked or receives a rating of 4 or 5 stars: 10
   
   d. Member’s reply gets marked as Best Reply: 200

The reputation settings within a community determine the points that members receive for each activity listed in the table above and within a single community site. A member’s reputation is unique to one community.

11. Leave the **Achievement level points** and the **Achievement level representation** to their default values and click **OK**.

12. In the **Community tool** box, click **Assign badges to members**.

13. Click to the left of **Bonnie Chang** to select her.

14. On the ribbon, click **Moderation > Give Badge** in the **Gifted Badges** section.

15. From the **Gifted Badges** drop-down, select **Professional** and click **Save**.
16. Above the list of people, click **Members View**.

17. Hover over Bonnie's badge. The tooltip should read **Professional**.