

Groups and Collaboration

I. Hub Groups

- a. What are groups on the hub?

Groups are a way to connect people with a common interest. They are also an easy way to share content and conversation, either privately or with the world.

Groups can be found under YOURHUB.ORG/groups.

II. Creating a Group

- a. How do users create a group on the hub?

All logged in registered users can create a group on the hub.

To create a group on the front end:

1. In YOURHUB.ORG/groups, click on the “Create a user group” link on the top right of the page.
2. Fill in the required fields.
 - *Group ID* is your group’s alias. This will be part of the URL.
 - *Group Title* is the official name of your group.
 - *Interests* are tags that help categorize your group and a way to discover your group in search results.
 - *Other Details (Public)* is a description that non-members see when they come across your group.
 - *Other Details (Private)* is the description that only group members see.
 - *Membership* or group join policy determines how members join the group.
 - *Anyone* auto-accepts membership requests
 - *Restricted* lets the group manager approve/deny membership requests
 - *Invite Only* lets members join only by manager invitation
 - *Closed* does not allow membership to be requested
 - *Discoverability Settings* determine whether or not the group appears in searches or by browsing groups
 - *Visible* means the group can be found in searches and by browsing groups
 - *Hidden* means the group cannot be found through searches and only viewable by group members and those who know the group’s direct URL
3. Click “Submit” and your group is created.

III. Inviting Users

- a. How do we invite users to join the group?

Group managers can invite both hub users and unregistered users to join their group.

To invite users on the front end:

1. Inside a group, click “Show Manager Controls” and click “Invite Members”
2. Type in the name of the user you would like to invite (notice that the auto-completer assists in finding users) or the email address of the person.
3. You may include a message with your invitation. When done, click “Invite” and they will receive the invite in their email.

- b. How do we keep track of the invitations we’ve sent out?

In the “Invitees” tab found under “Members” inside your group, you can keep track of whom you have sent an invitation to. You will find an “@” symbol next to an invitee’s email address if he/she does not have an account on the hub yet. For those with hub accounts, you will see their profile picture next to their name.

This is also the same place you would cancel an invitation (by clicking the red (-) icon next to a person’s name).

- c. What are Member Roles?

Similar to the way tags work, member roles are labels or a way to categorize people within a group. There’s no difference in permissions between member roles.

- d. How do I make another member a manager of the group?

Groups can have multiple managers. As a group manager, you can promote other group members or demote other managers.

(NOTE: A group must have at least one manager at all times.)

To promote another member to manager status:

1. Go to the “Members” tab within your group.
2. Click on the promote icon (indicated by the arrow pointing up) next to the name of the person you would like to promote to manager status.

IV. Collaboration Through the Wiki, Messages, Discussions, and More

- a. What group features are available to facilitate group collaboration?

- *Messages*: a place to read messages sent by the group manager to all group members
- *Wiki*: information page(s)/workspace(s) that members can build together

- *Resources*: an area to view uploaded resources owned by the group
- *Discussion*: a forum where members can discuss group-related topics (with the option to make the topic readable by non-group members)
- *Blog*: a place for members to post blog entries to share privately with other group members (with the option to also make it visible to the public or only other registered hub users)
- *Wish List*: where group members can enter wishes/ideas for group improvement
- *Calendar*: a place where members can add events pertinent to the group

V. Customizing a Group

a. How do I customize the look of my group?

To customize your group on the front end:

1. Inside a group, click “Show Manager Controls” and click “Customize Group.” In this page you can:
 - Change the group logo
 - Pick an Overview content type
 - *Default Content* displays the public/private group description and the Members showcase below.
 - *Custom Content* depends on whatever you want to display using wiki formatting (or HTML through wiki formatting)
 - Set permissions for each Tab or item in the group sidebar
 - Open the link to manage group pages
2. Make the changes you want.
3. Click “Save Group Customization.”

b. What are Group Custom Content and how do I create them?

Group Custom Content refers to user-generated pages or modules (content blocks appearing on the right) that can contain text, images, links, etc.

To create a new group page:

1. Inside a group, click “Show Manager Controls” and click “Manage Group Pages.”
2. Click on “Add a New Group Page” on the right.
3. Give it a “Page Title.”
4. Fill in the “Page Content.”
5. Click “Add Page” and your new page will be added as a subpage of the group’s Overview page.

To create a new module:

1. Inside a group, click “Show Manager Controls” and click “Manage Group Pages.”
2. Click on “Add a New Group Module”.

3. Select the type of module you would like to add. Depending on the type you choose, you will be taken to another screen to finish adding content, if necessary.
4. Click “Add Module” and your new module will appear on the right of the group page.

Group Activity:

- 1) Open two different web browsers and place them side-by-side. On browser #1, access your hub VM and login as admin.
- 2) On browser #2, access your hub VM and go to the group you have just created without logging in. Notice that this is what the public sees when they visit your group.
(HINT: See “Hub Groups” under I.a on page 1.)
- 3) Now, login using your non-administrator account on browser #2 and go back to the group you have just created. Notice the difference of what you can access now that you are viewing the group as a registered non-member.
- 4) Still on browser #2, click on “Join group”.
- 5) On browser #1, go into your group. Notice the differences between the Manager Controls VS the Member Controls. *(Members only have control over their membership.)*
- 6) Use browser #2 to explore the other tabs/sidebar items as a group member.
- 7) Once you are done exploring, go back to browser #1 and promote the new group member as a manager.
(HINT: See “How do I make another member a manager of the group?” under III.d on page 2.)