Novant Health Social Learning Communities: Connect

Team Member Guide

New Connect End User Guide

Team Member Experience

When a user navigates to the 'All Communities' page, they will see 'My Communities' and 'Browse Communities'. The 'My Communities' will show any Communities the user has been automatically enrolled into, or ones they have selected to join. The 'Browse Communities' section will show any Communities the user falls under the availability, where the enrollment type is set to Invitation.
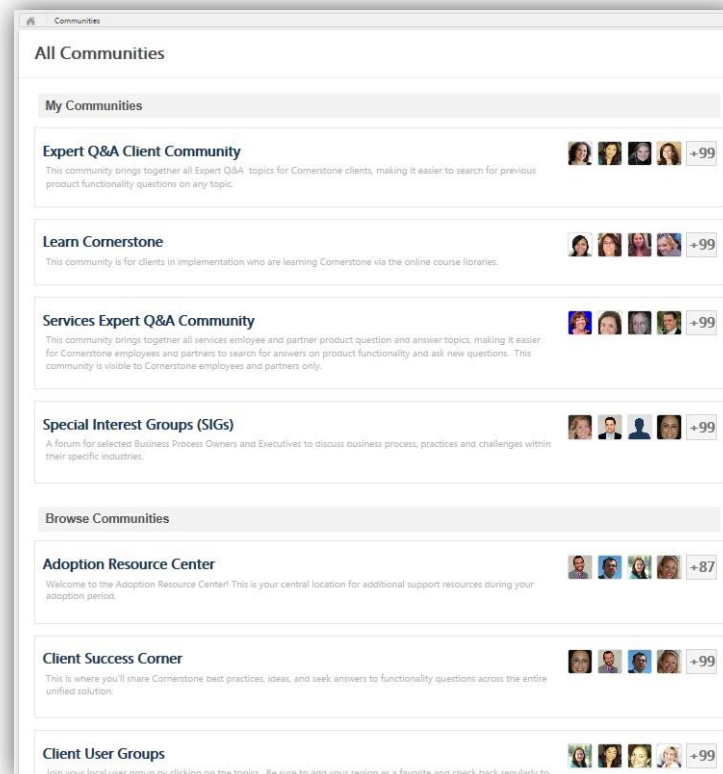

Create Posting

From inside a Topic that a user is a Member, they are able to create a posting. There are 4 posting types available:

- *Discussion* - This posting type allows users to post file attachments or add a URL link. Up to three files can be added to these postings.
- *File* - This posting allows a user to attach up to one file to the posting. The title of the attachment cannot exceed 100 characters.
- *Q&A* - This posting is used to ask questions to the Topic experts. When a Topic expert answers a Q&A posting, the response will be labeled as 'Expert Answer'. An attachment or URL can be added to posting.
- *Suggestion* - This posting allows users to post suggestions or ideas. Users are able to attach a file or URL to this posting. These postings allow for an up vote or down vote for the suggestion. Moderators and Admins are able to mark the Suggestion as accepted, indicating that the Suggestion has been accepted or implemented. An attachment or URL can be added to posting.

Users are able to like or dislike postings. The postings will track all of the users and keep a count of all of the likes. The liking of photos is a possible drop down option to sort when filtering between postings. Users are able to sort postings by Latest Reply, Alphabetically, Create Date, Type, Most Views, and Most Likes. The postings will default sort to Latest Reply. If the Community Feed or Live Feed is enabled, likes, replies and postings will sync between them.

Example of 'Like' count
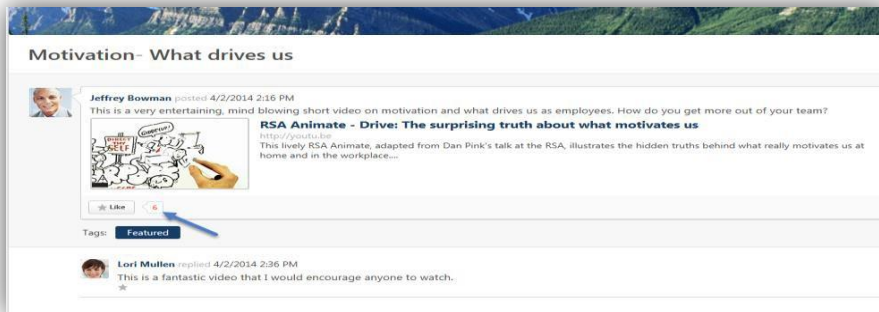
Sorting Options
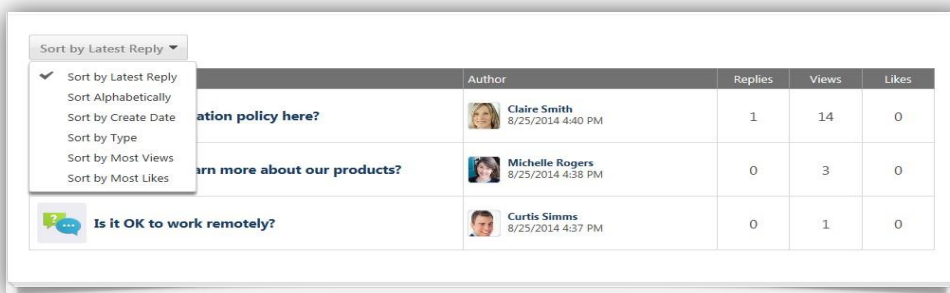
Threaded comments are available in reply to posting comments, allowing users to directly respond to another user's posting reply. Users will see a "Reply" icon that will bring up a new reply message box. These threaded replies will display indented on the posting page to further organize a posting page's collaboration.

"Reply" Icon
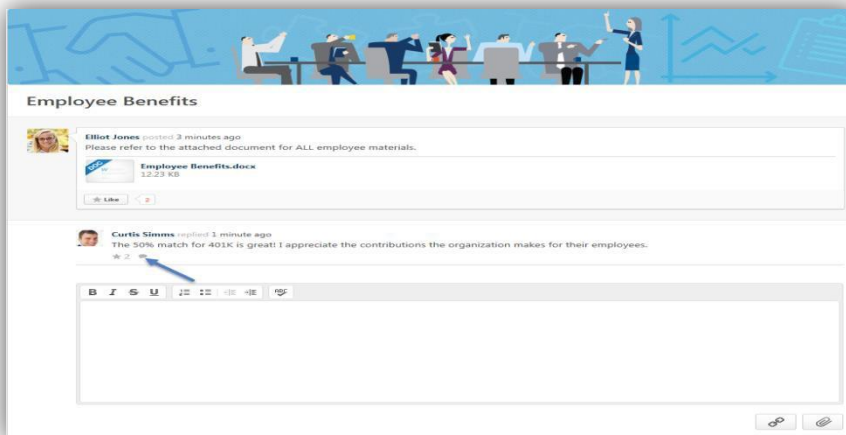
Threaded Reply Indented
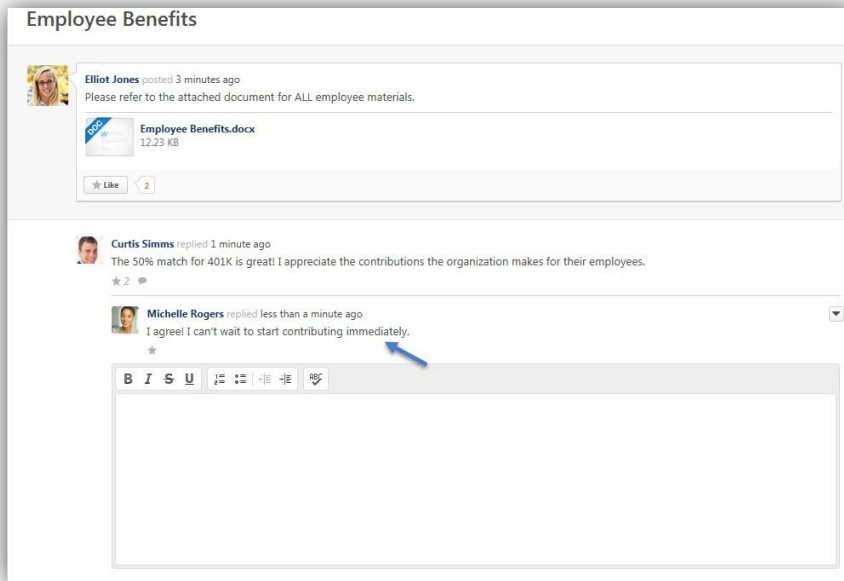
Following

Users are able to "Follow" Communities, Topics, Postings and Authors, which allows them to receive email notifications when a new posting is created from any of the areas they are following. It's important to note, Emails must be configured to send to "Followers" in order for the individuals following to receive a notification. A user is able to Follow by selecting the "Options" icon on the right hand corner of the screen and selecting "Follow". A user can simply stop following by going back into the Options icon and selecting "Unfollow".

- When following a Community, a user is following every Topic, Sub-Topic and Posting inside the Community
- When Following a Topic, a user is following every Topic, Sub-Topic and Posting inside the Topic.
- When Following a Posting, a user is following every reply made to the Posting.
- When Following an Author, a user is following every new Posting created by the Author.
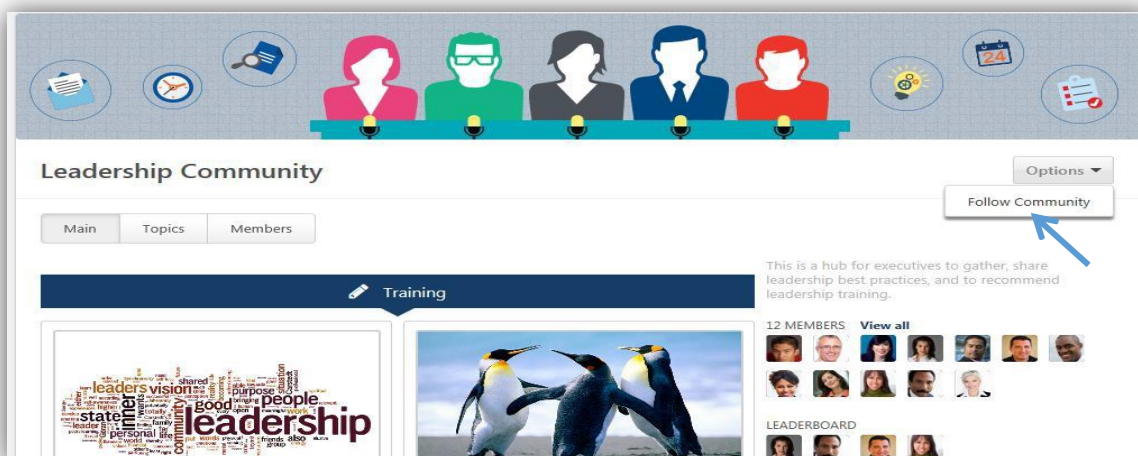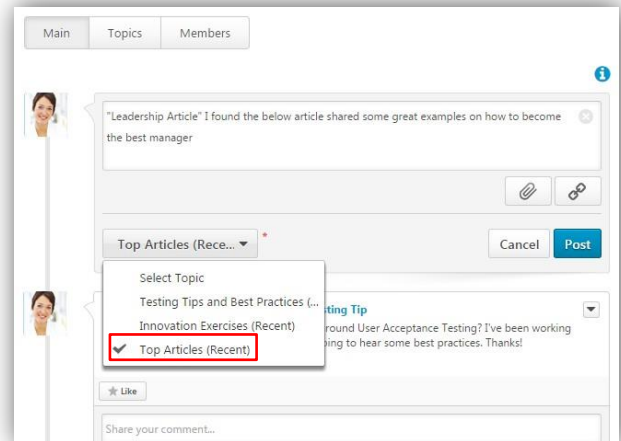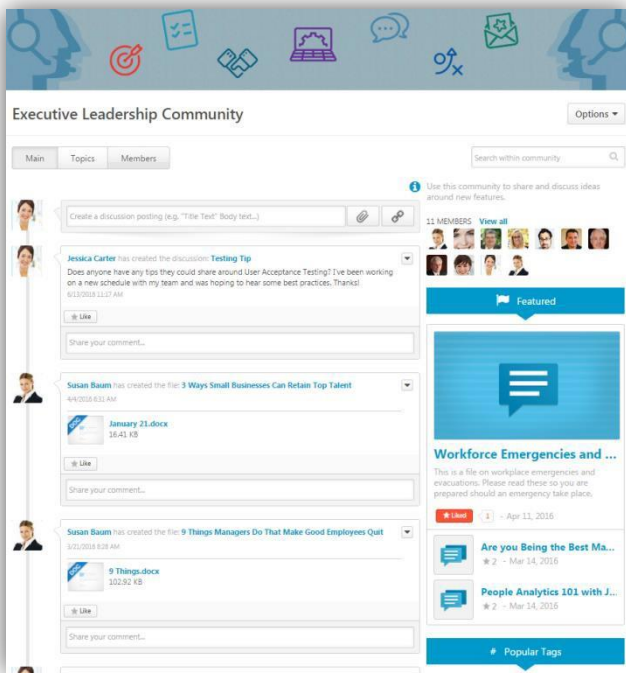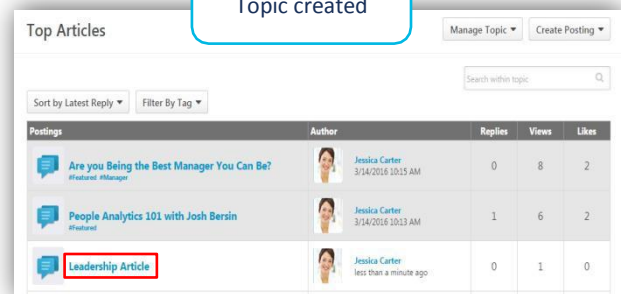
Community Feed

Community homepages can have a feed that shows the latest community activity and members can create posts to Topics directly from the feed.

A user can post a Topic by clicking into the create discussion posting box. When creating the posting, you must be sure to put the title of your posting in quotations. If the title of the posting isn't in quotations, then the first 70 characters of the post will be the Title. Hovering over the "I" icon will provide directions on creating a posting to a Topic.

In the below screenshot we see the newly created posting appears in the Topic we just posted to.
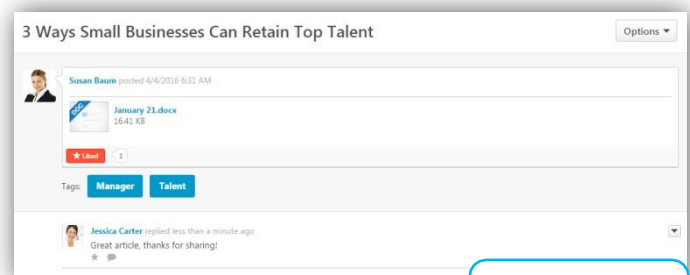

Posting shows in Topic created

Any likes, votes, and replies made on the Community Feed, Live Feed or the posting within a Topic will sync between all of them. For example, if you like a posting on the Community feed, the like will show in the actual posting within the Topic and vice versa.
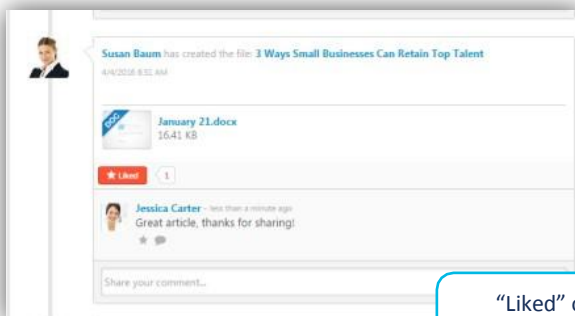
"Liked" on Community Feed

Synced in actual posting

Emails

There are currently 4 emails available for new Connect. The below emails directly relate to Communities and Topics.

- 'Knowledge Bank/Communities Reply': Triggered when a user replies to a posting.
- 'Knowledge Bank/Communities Connect Team Invitation: Triggered when a user receives a team invitation.
- 'Joined Community': Triggered when a user joins a Community.
- 'Knowledge Bank/Communities New Posting Created': Triggered when a new posting is created.