

# HPOG Community: Social Media Tools User Guide

Version 3 – November 29, 2012

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*Follow each step to support your path to success with Social Media Tools!*

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# 1. Logging In

Follow these steps to login to the Social Media Tools site:

1. If you have not done so already, go the HPOG Community Website's homepage and click on the arrow entitled "[Register for Social Media](#)" to submit your request to register. Soon thereafter, you will receive you Username and Password.
2. Go to the [Social Media Tools site](#) by either going to the HPOG Community Website's homepage and clicking on the arrow entitled "[Login to Social Media](#)," or go up to the upper right-hand side of the homepage and click on the "[Login](#)" button.
3. Enter your Username and Password.
4. Contact [HPOGsupport@pep8a.com](mailto:HPOGsupport@pep8a.com) if you require any further assistance with logging in.

# 2. Navigation

My Site My Newsfeed My Content My Profile Lookout Return to HPOG Community Global Campaigns Find People ? Jaime Ramirez

Activity Stream

Getting Started

Microblog

Communities

Use the ribbon and links at the top of page to navigate to the main areas of the site:

1. *My Site/My Newsfeed*
2. *My Content*
3. *My Profile*
4. *Lookout*
5. *Return to HPOG Community*
6. *Global Campaigns*
7. *Find People*
8. *'?' (Help Menu)*
9. *User Menu Options*

# 3. Getting Started

My Site My Newsfeed My Profile Return to HPOG Community Global Campaigns Find People hpoq\jramirez

Activity Stream

Add Post Ask a Question Private Message

What are you working on?

1876 characters remaining

Post

Getting Started

1 | Add Profile Picture 2 3 4 5 Skip

Add Profile Picture

Communities

View All Communities

My Communities

Go to my communities Go

Recommended Communities

Find Communities

IDEA

hpoq\jramirez: Submitted an Idea in @[Project Director Conference Track Ideas: Test 2]: Conference Topic Idea: How to Keep My Team Engaged!

a day ago Follow-up More

Next, go to *My Site/My Newsfeed* and use the *Getting Started* feature. This tutorial will walk you through the steps to set up your user profile and show you how to use basic features such as posting comments, adding Colleagues, and more. It is strongly recommended that you work through each step in the tutorial, one by one, before you begin exploring other features of the Social Media Tools site.

Helpful Tip #1: Click on the link for step 1: *Add Profile Picture*, to activate the step.

Helpful Tip #2: Have a profile picture of yourself saved to your computer for easy access to complete step 1: *Add Profile Picture*.

# 4. Manage My Profile

The screenshot shows a user profile for Jaime Ramirez. At the top, a navigation bar includes 'My Site', 'My Newsfeed', 'My Content', 'My Profile', 'Return to HPOG Community', 'Global Campaigns', and a 'Find People' search box. Below the navigation bar, there is a dropdown menu for 'View My Profile as seen by:' set to 'Everyone'. The profile itself features a profile picture of Jaime Ramirez, a 'What's happening?' status box, and a bio: 'Jaime Ramirez is an HPOG contractor partner with Performance Excellence Partners and excited to assist the community with media!'. The profile lists various details: California, Past projects: Federal Government Partner Projects, Skills: Federal Government Partner Projects, Schools: Organization Effectiveness, Interests: Business process improvement, Affiliation Type: Affiliated with HPOG Program Office, Name of Organization: Performance Excellence Partners, Role at Organization: Contractor Partner, Type of Organization: Other (please specify), and Other Type of Organization: Contractor Partner. At the bottom of the profile information is a 'Hide information' link. Below the profile information is a horizontal tabbed interface with tabs for 'Libraries', 'Overview', 'Organization', 'Content', 'Tags and Notes', 'Colleagues', and 'Memberships'. The 'Overview' tab is currently selected. Green arrows point from text boxes to the 'My Profile' link, the 'Edit My Profile' link, the 'Hide information' link, and the 'Overview' tab.

Now that you have completed the *Getting Started* tutorial and have set up your user profile, you can view and manage your profile information by navigating to *My Profile*.

Use the *Edit My Profile* link to make updates and changes to your profile information (explained on the next page of this guide).

Helpful Tip #1: Click on the *Show More/Hide Information* link to view a summary of your profile.

Use these tabs to view and manage different information associated with your profile.

# 4. Edit My Profile

My Site | My Newsfeed | My Profile | Return to HPOG Community | Global Campaigns | Find People  hpog\jramirez 

Browse

 Save and Close | Cancel and Go Back

\* Indicates a required field  
 Indicates a field that is updated automatically from the corporate directory. Changes to these properties may be lost.

### Basic Information

		Show To
Account name:	hpog\jramirez	Everyone
Name:	hpog\jramirez	Everyone
About me:	<div data-bbox="537 759 1242 996"><p>Jaime Ramirez is an HPOG contractor partner with Performance Excellence Partners and excited to assist the HPOG community with social media!</p></div>	Everyone
Picture:	<div data-bbox="537 1100 720 1275"></div> <div data-bbox="736 1103 1020 1129"><input type="button" value="Choose Picture"/> <input type="button" value="Remove"/></div>	Everyone

Provide a personal description expressing what you would like others to know about you.

Upload a picture to help others easily recognize you at meetings and events.

Go to *My Profile > Edit My Profile*. View/edit each of the text fields and feature options to modify your profile accordingly.

# 5. Connecting With Colleagues

My Site My Newsfeed My Content My Profile Return to HPOG Community Global Campaigns Find People

California

California

Edit My Profile More information

Libraries Overview Organization Content Tags and Notes Colleagues Memberships

Add Colleagues Edit Colleagues Remove Colleagues

Name ↑ Show To My Team

**Add Colleagues**

Colleagues

Identify the people you know or work with as colleagues.

Everyone

*address book icon button*

Blair Corcoran

Brian Holland

No

No

No

Go to *My Profile* > *Colleagues* tab. Here you can add colleagues to your list and view colleague profiles.

To do this, use the *Add Colleagues* feature and work through the steps.

Helpful Tip #1: In the Add Colleagues window, click the *address book icon button* to search for colleague names.

# 6. Sharing Information

Add a Post

Ask a Question

Private Message

There are multiple ways to share information with colleagues through *My Newsfeed Activity Stream*, including *Add Post*, *Ask a Question*, *Private Message*, and more.

The screenshot displays the 'My Newsfeed' section of the HPOG community website. At the top, there is a navigation bar with links for 'My Site', 'My Newsfeed', 'My Profile', 'Return to HPOG Community', 'Global Campaigns', and a search box labeled 'Find People'. Below the navigation bar, the 'Activity Stream' section features three buttons: 'Add Post', 'Ask a Question', and 'Private Message'. A text input field below these buttons contains the placeholder text 'What are you working on?' and a 'Post' button. To the right of the input field, it indicates '1876 characters remaining'. Below the 'Activity Stream' section, there is a 'My Newsfeed' filter dropdown menu. The dropdown menu is open, showing a list of options: 'My Newsfeed' (selected), 'My Activities', 'Top News', 'All Public Microblogs', 'Private Messages', 'Follow-up', 'Questions', 'Polls', 'My News Interests', 'Ideas', 'Earned Badges', 'Kudos', 'Videos', 'My Encoded Videos', and 'Colleagues'. Below the dropdown menu, the 'My Newsfeed' section displays several posts. The first post is from 'hpg\jramirez' with the text 'Now following community Employment Engagement.' and a timestamp of '23 minutes ago'. The second post is a yellow box with a lightbulb icon, titled 'The Idea Campaign Project Director Conference T ideas posted in the last 24 hours.' and a timestamp of 'about 14 hours ago'. The third post is from 'hpg\jramirez' with the text 'Submitted an Idea in @[Project Ideas: Test 2]: Conference Topic Idea: How to Ke' and a timestamp of 'a day ago'. The fourth post is from 'hpg\jramirez' with the text 'Sounds good :)' and a timestamp of 'a day ago'. The fifth post is from 'Blair Corcoran' with the text '@mhayes thanks for working on this right away!!' and a timestamp of 'a day ago'.

Helpful Tip #1: Use the *newsfeed filter button* to select different ways to view newsfeed information.

Helpful Tip #2: Click *My Newsfeed* to view your activity and your Colleagues' activity. Only the activity of Colleagues you have added to your list (in *My Profile > Colleagues*) will show up here.

Helpful Tip #3: Click *All Public Microblogs* to view all activity on the site, even if people are not on your Colleagues list- this can also assist you in identifying Colleagues you may want to add to your list.

# 6. Sharing Information (cont)

The screenshot displays the HPOG Community newsfeed interface. At the top, there is a navigation bar with links: My Site, My Newsfeed, My Content, My Profile, Return to HPOG Community, and Global Campaigns. Below this is the 'Activity Stream' section. A prominent feature is a post creation box with three tabs: 'Add Post', 'Ask a Question', and 'Private Message'. The 'Add Post' tab is selected, and a text input field contains the message: 'Right now we are working on implementing Social Media Tools to the HPOG Community. For more information, please follow this newsfeed and post comments!'. A green arrow points to this text box. Below the text box, it indicates '1749 characters remaining' and a 'Post' button. Below the post creation box, there are links for 'Edit Subscriptions', 'Edit News Interests', and 'Edit Settings'. The 'My Newsfeed' section is visible, showing a post by 'Irene Bear Runner' about 'Screening & Selection of students for Fall 2012-2013.' Below that, a 'QUESTION' section is shown, featuring a post by 'Stacia Thompson' asking for 'Job Coach job description they could share with me'. This post has three answers, with the first answer by 'Stacia Thompson' stating 'will do!!' and the second by 'Katherine Vastine' providing a detailed response.

You are encouraged to submit relevant posts to the public newsfeed area to get conversations started, share ideas and best practices, and more! Participation in newsfeed dialogue helps the HPOG Community stay connected and supports information sharing.

To post, simply click in the text box, type in your message, and click the "Post" button.

# 7. Submitting Ideas

Go to *Global Campaigns*, select a campaign, enter ideas, vote on ideas, and view voting results to collaborate with others on various ideas, such as conference topics.

My Site My Newsfeed My Content My Profile Return to HPOG Community Global Campaigns

## Campaign Center

[View All Campaigns](#)

Show: All [Search Icon]

Case Manager Track: Annual Meeting Total Votes : 0

HPOG Ideas

Job Developer Track: Annual Meeting

Project Director Track Ideas: Annual Meeting

[Submit an Idea](#)

Helpful Tip #1: You will receive separate communications providing instructions and timelines for voting on Annual Meeting campaigns.

Welcome to the Idea Campaign!

Use this idea campaign to collaborate on ideas for the next big thing!

[Submit an Idea](#)

Show: Newest Ideas [Search Icon]

**Conference Topic Idea: How to Keep My Team Engaged!** **TOTAL VOTES: 2**  
Your votes: 0

Submitted by hpog\jramirez 3 days ago

Suggestions for keeping my team engaged with programs using team and communication techniques, as well as collaboration tools.

[Comment](#) // [View Comments \(1\)](#) // [View Details](#)

Get better conference feed **TOTAL VOTES: 2**

# 8. Joining Communities

to HPOG Community | Global Campaigns | Find People

[View All Communities](#)

Getting Started

1 | Add Profile Picture

[Add Profile Picture](#)

Communities

[View All Communities](#)

My Communities

[Go to my communities](#)

Recommended Communities

There are no recommendations

Find Communities

Community List

Items Per Page: 10 Reset

A C E J P R S

- Assessment, Academic Advising and Academic Support [Follow](#)
- Case Manager Community [Stop Following](#)
- Education and Training [Stop Following](#)
- Employment and Employer Engagement [Stop Following](#)
- Evaluation [Stop Following](#)
- Job Developer Community [Stop Following](#)
- Program Director Community [Stop Following](#)
- Recruitment [Stop Following](#)
- Support Services [Stop Following](#)

Helpful Tip #1: It is recommended that you join all available Communities initially. By following the dialogue and content of each Community you will get a better understanding of which Communities you want to focus on.

Helpful Tip #2: Several of the Communities are designed to support Program Map component, such as *Support Services*, where you can learn how other grantees are delivering services, pose questions, and more.

Go to *My Site* > *Communities*. The easiest way to join Communities is to click *View All Communities*, then click *Follow* for each community you want to participate in.

# 8. Joining Communities (cont)

Community | Global Campaigns | Find People

Return to HPOG Community

Getting Started

14 15 16 17 18 | @ Targeting

@ Targeting Back | Restart | Skip

Communities

View All Communities

My Communities

Go to my communities Go

Recommended Communities

HPOG Public Community Demo Ignore Follow

Find Communities

Once you have joined Communities at *My Site > Communities > View All Communities*, then you can use the *Go to my communities* feature to access each one by selecting the community name, then click the *Go* button.

*Go to My Communities*

Communities

View All Communities

My Communities

Go to my communities Go

Communities

- Case Manager Community
- Education and Training
- Employment and Employer Engagement
- Program Director Community

Find Communities

# 8. Participating in Communities

To participate in a community, view *Community Members*, *Add Posts* and *Ask Questions* to share information relevant to members and the designated focus for the community.

The screenshot displays the 'Case Manager Community' interface. At the top left, the community name and a group icon are visible. On the right, there are navigation options: 'I Like It', 'Tags &', and a search bar labeled 'Search this site...'. A left-hand navigation pane includes 'Case Manager Community', 'Security: Public', 'Recycle Bin', and 'All Site Content'. The main content area features a 'What's New' section with a 'Stop Following Community' button and a post creation form for '@[Case Manager Community]:'. The form includes 'Add Post' and 'Ask a Question' buttons, a text input field with the placeholder 'Send a message to @[Case Manager Community]', and a 'Post' button. A character count shows '1857 characters remaining'. Below the form is a 'Show: Newsfeed' dropdown and a message 'There are no items to display.'. On the right side, a 'Community Members' section displays a grid of member profile pictures and a 'See All Members' link. Three green arrows originate from the text box above: one points to the community name, another to the 'Add Post' button, and the third to the 'Community Members' section.

# 9. Lookout – Personal Dashboard

Lookout is a new customizable interface with dashboard-like features that make it easier for you to personalize how you stay connected and participate in the site. The best way to get acquainted with Lookout is to use the *tour* feature, which will walk you through set up and key features.

The screenshot displays the Lookout Personal Dashboard interface. At the top, there is a navigation bar with links: My Site, My Newsfeed, My Content, My Profile, Lookout, Return to HPOG Community, Global Campaigns, and a search bar labeled 'Find People'. The user's name, Jaime Ramirez, is visible in the top right corner. Below the navigation bar, the dashboard is organized into several sections:

- post**: A text input area with the prompt "What are you working on?".
- add a tile**: A button to add new dashboard tiles.
- my stream**: A central feed of posts from users like Stacia Thompson, Tressa Dorsey, and Stan Koutstaal.
- subjects**: A section for questions and topics, featuring a question from Jaime Ramirez and a post from Stacia Thompson.
- people**: A section for ideas and stories, featuring posts from Jaime Ramirez and Cynthia McNair.

Annotations include a green arrow pointing from the text box to the 'tour' link in the top right, and another green arrow pointing from the text box to the 'add a tile' button. A green arrow at the bottom points to the 'Helpful Tip #1' box. A green arrow on the right side points to the 'people' section header.

Helpful Tip #1: Use these buttons to move windows left and right across your screen.

# 9. Lookout – Personal Dashboard (cont)

Lookout offers several key features to help you personalize the information you see, including:

- *Tiles* for different categories of information
- *Columns* with various content from news streams, people, subjects, communities and more
- The ability to *Post* and go directly to *Communities*

The screenshot displays the Lookout Personal Dashboard interface. At the top, a navigation bar includes links for 'My Site', 'My Newsfeed', 'My Content', 'My Profile', 'Lookout', 'Return to HPOG Community', 'Global Campaigns', and a 'Find People' search box. The user's name, 'Jaime Ramirez', is visible in the top right corner. Below the navigation bar, the dashboard is organized into several columns and tiles. On the left, a 'post' tile asks 'What are you working on?' and a sidebar allows users to 'add a tile' or select from existing categories like 'my stream', 'profile setup', 'recommendations', 'notifications', 'people', 'subjects', and 'communities'. The main content area is divided into three columns: 'my stream' (showing posts from Stacia Thompson, Tressa Dorsey, and Stan Koutstaal), 'subjects' (showing a question from Jaime Ramirez and a post from Stacia Thompson), and 'people' (showing idea submissions from Jaime Ramirez and Cynthia McNair). Green arrows point to the 'post' tile, the 'my stream' column, the 'subjects' column, and the 'people' column, highlighting these key features.

# 10. Finding Community Expertise

In *My Site/My Newsfeed*, go to the *Expertise Search* area. Using the Expertise Search feature, you can find colleagues in the community that have various areas of expertise. You can search by Tag (key term) or by Person. In the example below, we entered the tag “program requirements” and three names were returned in the search.

The screenshot displays the 'Expertise Search' interface. At the top, there is a search bar with the text 'Find People' and a magnifying glass icon. Below this, the 'Expertise Search' section has two tabs: 'Search by tag' (selected) and 'Search by person'. A text box prompts the user to 'Enter up to two tags to view and compare the score highest for those tags.' The search input field contains 'program requirements' and has a red 'X' icon to its right. A 'Search' button is located to the right of the input field. Below the search section, there is a 'People who match' section with the text 'Strongest matches at top. Select up to three people to compare by their top areas of expertise.' A 'Compare' button is present, and three names are listed with checked checkboxes: Blair Corcoran, Stan Koutstaal, and David Camporeale. To the right, a window titled 'Comparison by Top Areas of Expertise' is open, showing a side-by-side comparison of expertise for the three individuals. Blair Corcoran's expertise includes HPOG, Non-Competes, HPOG web site functionality, Grantee Best Practices, technical assistance, program requirements, program changes, HPOGSocialMediaWebinar, announcements, webinar, TechnicalAssistance, and CareerPathways. Stan Koutstaal's expertise includes evaluation, budget changes, program changes, program requirements, technical assistance, 49202614, Music, Outdoor sports and recreation, internship, CareerPathways, data, and webinar. David Camporeale's expertise includes Grantee Best Practices, Non-Competes, Performance Progress Reports or Semi-Annual PPRs, program changes, program requirements, technical assistance, Non-Competing Continuation Applications, and HPOG. Green arrows point from the search bar to the search input, from the 'Compare' button to the 'Comparison by Top Areas of Expertise' window, and from the name 'Stan Koutstaal' in the comparison window to the 'Helpful Tip #1' box.

Helpful Tip #1: Click on the name of a colleague in this window to go directly to their Profile.

Next, check the box next to each name and click the *compare* button to view the expertise for each person side by side in a separate window. You will see the expertise of “program requirements” and more in the search results for each person.

# 10. Finding Community Expertise (cont)

In *My Site/My Newsfeed*, scroll to the very bottom of the page to the *Spotlight Expertise Browser* area. In this area you will see the 50 highest scoring tags (key terms) in the community, organized in alphabetical order, and sized with a larger font size for higher scores and smaller font size for lower scores. Click on the tag you are interested in.

The screenshot shows a community website interface. At the top, there are navigation links: My Site, My Newsfeed, My Content, My Profile, Lookout, Return to HPOG Community, and Global Campaigns. Below the navigation, there are several posts from community members like Mary Hayes and Kim Stupica-Dobbs. At the bottom of the page, there is a 'Spotlight Expertise Browser (HTML)' section displaying a list of 50 tags. The tags are sorted by score, with '49202614 adult education announcements' being the highest. Other tags include 'business process improvement', 'Career Pathways', 'CareerPath', 'case management', 'Coaching', 'Cohorts', 'designing career and support', 'Employer Relations and Job Development', 'evaluation', 'Grantee', 'graphic design', 'HPOG', 'HPOG web site functionality', 'HPOGSocialMediaWebin', 'marketing and outreach', 'Non-Competing Continuation Application', and 'Organizational Development Performance'.

A green arrow points from the 'marketing and outreach' tag in the list to a separate window that displays a network of community members who have expertise in this area. The network shows a central node labeled 'marketing and outreach' connected to four members: Charles Thompson, Linda Weber, Steven Langer, and John House. A green arrow points from the 'marketing and outreach' tag to the John House profile card, which is highlighted. The profile card for John House includes his name, a photo, his work phone number (0), his 'Ask Me About' topic (marketing and outreach, designing career and support), and a bio: 'About me: I'm the Director of CATCH (Creating Access to Care...)'. It also shows '21 common colleagues' with small profile pictures and a button to 'Send an email' and a link to 'Ask John House a question about marketing and outreach'.

In this example we clicked on the tag “marketing and outreach”. The results display within a separate window with an array of multiple community members that have that expertise. When you place your mouse cursor over a person’s name, a mini profile card pops up and provides a snapshot of information about the person. You can click on links within the mini profile card to access a person’s profile, ask them a question and more.

# 10. Finding Community Expertise (cont)

Updating areas of expertise in your profile. The Expertise Search feature uses information from your profile as areas of expertise. Go to *My Profile > Edit My Profile* to update your profile areas of expertise using the following fields: *Ask Me About*, *Skills* and *Interests*. See the example below.

Ask Me About:

OrganizationEffectiveness; Training; TechnicalAssistance;

Update your "Ask Me About" with topics you can help people with, such as your responsibilities or areas of expertise.

Skills:

TechnicalAssistance; OrganizationEffectiveness; Training;

Include skills used to perform your job or previous projects.  
(e.g. C++, Public Speaking, Design)

Interests:

TechnicalAssistance;

Share personal and business related interests. We will help you keep in touch with activities related to these interests through events in your newsfeed.

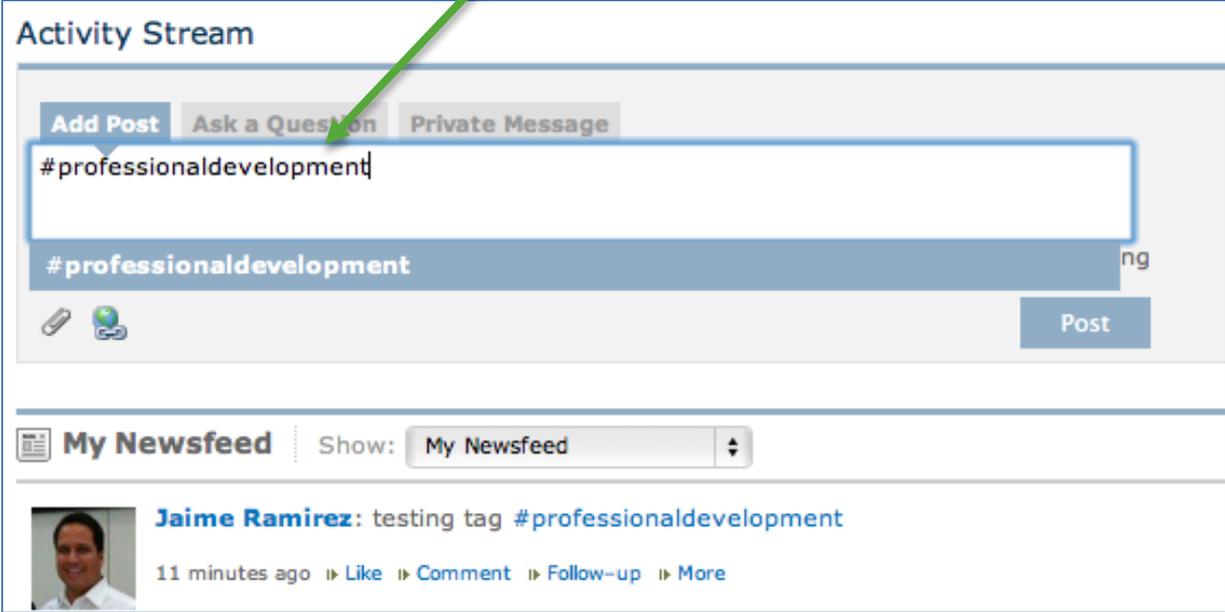
## Sample List of Key Terms for Expertise:

- AdultEducation
- CareerPathways
- CaseManagement
- JobDevelopment
- ProgramEvaluation
- PublicSpeaking
- TechnicalAssistance
- Training

Helpful Tip #1: Use standard industry terms that apply to your areas of expertise, such as #ProgramEvaluation, with no spaces in between words– this creates consistency in terms and phrases that are tagged within the system, making it easier for members to find areas of expertise. See the “Sample List of Key Terms for Expertise” as a reference.

# 10. Finding Community Expertise (cont)

The Expertise Search feature also uses information from from Activity Stream posts that are tagged and captured as areas of expertise for a search. When posting in your Activity Stream or within a community, use a **hash tag (#)** and type key terms with no spaces in between words. This will ensure areas of expertise from posts are properly captured in a search for expertise. See the example below “#professionaldevelopment”.



The screenshot displays a social media interface. At the top, the 'Activity Stream' section is visible. Below the title, there are three buttons: 'Add Post', 'Ask a Question', and 'Private Message'. A text input field is active, containing the text '#professionaldevelopment'. Below the input field, a dropdown menu shows the selected tag '#professionaldevelopment' with a 'Post' button to its right. Below the input field, there are icons for attaching files and a globe. Below the 'Activity Stream' section, there is a 'My Newsfeed' section with a 'Show:' dropdown menu set to 'My Newsfeed'. Below the newsfeed, there is a post by 'Jaime Ramirez' with the text 'testing tag #professionaldevelopment'. The post includes a profile picture, the name 'Jaime Ramirez', the text 'testing tag #professionaldevelopment', and interaction options: '11 minutes ago', 'Like', 'Comment', 'Follow-up', and 'More'. A green arrow points from the text in the first paragraph to the 'Ask a Question' button in the screenshot.

# 11. Receiving/Awarding Badges and Recognition

In *My Profile* you can view several recognition features about yourself and others, including:

- *Earned Badges* tells you the badges that you have earned so far
- *Available Badges* tells you the badges that you are on your way to earning
- *Earned Kudos Badges* tells you the badges that another colleague may have awarded you
- *Leader Board* tells you the names of colleagues who are in the lead with earning certain badges, with highest scores starting at the top
- *Available Badges* and *Leader Board* can also be viewed at *My Site/My Newsfeed*
- Note: all of the badges and scoring (except for Kudos Badges) are automatically generated by the system and are meant to be an encouragement to community members to participate and stay active on the site- this facilitates information sharing in the community!

## Earned Badges



Collaborator - For following a large number of communities

## Available Badges



Connector - For having declared a large number of users as your colleague.



Well Followed - For having been declared a colleague by a large number of users.



## Earned Kudos Badges



John Doe has given you kudos:  
Job Well Done

## Leader Board

Badge:



For having declared a large number of users as your colleague.

### Leaders



Stacia Thompson (Score: 57)



Tressa Dorsey (Score: 50)



Kim Stupica-Dobbs (Score: 25)



Linda Metchikoff-Hooker (Score: 17)



Brian Holland (Score: 9)



Brian Jones (Score: 9)



Denise Donnahoo (Score: 9)



Marilyn Silver (Score: 9)



Ryan Marshall (Score: 9)

# 11. Receiving/Awarding Badges and Recognition (cont)

Go to a colleague's *Profile, Overview* section, *Kudos* area and you can use the Kudos feature to award kudos badges to that colleague. Kudos can be given for any reason, but it is recommended that you recognize colleagues for their contribution to the HPOG Community in some way. In the example below, we selected the star badge and recognized them for a significant contribution to the community. This colleague will soon see the badge arrive in their activity stream and in their profile Earned Kudos Badges area.

**Kudos**

**Give Kudos to Linda Metchikoff-Hooker**

Choose an icon to display with your kudos:

What would you like to say to the recipient? You should not enter information you wish to keep private.

Thank you for your significant contributions and information-sharing on the Social Media Tools site! Very helpful!

1786 characters remaining

**Give Kudos**

**Earned Kudos Badges**

 Jaime Ramirez has given you kudos: Thank you for your significant contributions and information-sharing on the Social Media Tools site! Very helpful!

Helpful Tip #1: Select from multiple badge icons and type in the text message you want included in the award.

# 12. Installing and Using the PC Desktop Application

You can install and use the PC Desktop Application to quickly access core site features from the desktop of your computer to help you get connected quickly and facilitate ongoing participation on the Social Media Tools site. The tool includes many of the features from your activity stream, including newsfeeds, posts, questions, and private message features.



- 1) You must have Windows operating system 7, Vista, XP, or 8 installed on your PC (note: this application is not available for Mac computers at this time).
- 2) Download and install the Desktop Application program file [NewsGator Social Sites 2010 Desktop v3.0](#) (click link here); the file is also located in the [HPOG User Support Community](#).
- 3) Once you have downloaded the file, click to open the “Setup” file. Follow the instructions and on-screen prompts to install the application, including downloading/installation of Microsoft .Net Framework 4 if you do not have this installed already.
- 4) Launch the Social Sites 2010 application using the program icon now on your desktop or from your windows application menu. In the launch window do the following:
  - Uncheck “Use system credentials”
  - Enter <http://hpogcommunity.acf.hhs.gov> in “Social Sites Server Address”
  - Enter hpog for “Domain”
  - Enter your Social Media Tools username in “Login”; example “JDoe” (note: do not include HPOG\)
  - Enter your Social Media Tools password in “Password”
  - Click “Connect”
- 5) For more information on installing and using the Desktop Application, download and review the [Desktop Application User Guide](#) located at the Social Media Tools Site in the [HPOG User Support Community](#).

# 13. Attach a File and Share Link

You can now attach a file in *My Newsfeed* or in a Community news stream and share the link in a post. This is a great way to share information with other colleagues! Simply click on the *paperclip icon*, click *choose file* to find the document you want to share, then click *Post*. The file name and link will now appear in your newsfeed post for others to access.

The screenshot displays a web application interface. At the top, a navigation bar includes links for 'My Site', 'My Newsfeed', 'My Content', 'My Profile', 'Lookout', 'Return to HPOG Community', and 'Global Campaigns', along with a search box labeled 'Find People'. Below the navigation bar is the 'Activity Stream' section, which contains a post creation form. The form has three tabs: 'Add Post', 'Ask a Question', and 'Private Message'. The 'Add Post' tab is active, and the text input field contains the placeholder text 'What are you working on?'. Below the text field is a character count: '1873 characters remaining'. An 'Attach File' dialog box is open, showing a 'Choose File' button and the text 'no file selected'. Below the dialog box is a 'Post' button. At the bottom of the page, there is a 'My Newsfeed' section with a dropdown menu set to 'My Newsfeed'. A post by 'Jaime Ramirez' is visible, showing a profile picture, the text 'Uploaded file HPOG Social Media - shared document sample\_2012-10-24\_20-42-57.docx in hpog\jramirez Shared Documents: Testing attach file feature', and the time 'less than a minute ago'. The post also has options for 'Like', 'Comment', 'Follow-up', and 'More'. A green arrow points from the text in the first block to the 'Post' button in the screenshot.

# 14. Installing and Using the Mobile Application

If you have an iPhone or iPad, you can install and use the Mobile Application (called Social Sites 2010 by NewsGator Technologies) to access the HPOG Community Social Media Tools site. The Mobile Application is an excellent way to use core site features on your iPhone/iPad to stay connected and participate on the go. Please review the following requirements and steps below to get started.



The screenshot shows the iTunes Store page for the 'Social Sites 2010' app. The app icon is a yellow speech bubble with a circular arrow and the year '2010'. The page includes a 'Download' button, a description, and several screenshots of the app's interface. The description states: 'In order to use this application, your company must purchase a NewsGator mobile license in addition to a NewsGator Social Site license for you. NewsGator Admins should check with your NewsGator Account Manager for licensing requirements....'. The 'What's New in Version 2.5.3' section mentions 'Crashing bug fixes'. The screenshots show a 'Most Popular' feed with posts from J.B. Holston and Wing-Leung Chan, and a 'Question' screen with a post from Brian Kellner asking about product management load.

- 1) You must have an iPhone or iPad with iOS version 4.3 or higher.
- 2) Using your iPhone or iPad, go to the iTunes store and download/install the Social Sites 2010 application.
- 3) In the Mobile Application under Options > Server Settings, enter the following information:
  - Username: enter your username for HPOG Social Media Tools; example “JDoe” (note: do not include HPOG\)
  - Password: enter your password for HPOG Social Media Tools
  - Domain: enter “hpog”
  - Server: enter “hpogcommunity.acf.hhs.gov”
  - SSL: leave “off”
  - Then click “Connect”
- 4) You can now begin using the Mobile Application. For more information, download and review the [iPhone/iPad User Guide](#); the file is also located in the [HPOG User Support Community](#).

# 15. User Support

If you require assistance with the Social Media Tools site, please contact [HPOGsupport@pep8a.com](mailto:HPOGsupport@pep8a.com) for support.

Stay tuned for communications and updates to this user guide as additional social media features are made available.

Thank You!