

So you want to start a Yammer group at James Cook University (JCU) to share information, discuss ideas, get updates, and crowdsource answers from workers. As the owner of a JCU Yammer Group here are a few things you need to know to keep your group running smoothly!



3. Create a name for the Group and enter ~~the~~ ~~name~~ into Group Name box.  
Ensure the name you choose complies with JCU's Yammer Naming Convention.
  
4. Add members to the group by typing ~~names~~ (only works for JCU staff) ~~JCU ORGU codes~~ or email addresses into the Group Members box.
  
5. Set the group privacy settings and then click ~~Create Group~~

When creating a new Yammer Group the creator is automatically added as a Group Administrator.

## Yammer Administrators

Yammer administrators have certain privileges and options not available to other group members, including the ability to configure:

- x Group Image: Upload an image for your group.
- x Group Name: Set the name of your group here.
- x Description: Add a description of your group that will be shown to the rest of the network.
- x Member Management: Add or remove members and admins.
- x Announcements: Group admins can make announcements that will be delivered to all group members.
  - o Official Content: Group admins can mark notes and files as Official. This signals to other users that this is the authorized version of the document. It also locks down the content that only admins and the owner of the document can edit the content. Official conEMC 1 (e)-r75(5)-6.8 (ti)-3.3-0.7 (c)-2.5 (u)28 a O

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4. Once the Group Member panel opens, click a cog to alter a current member's settings, close window to save settings and return to previous screen.

5. Once all changes have been made, click Save Changes

## Managing Posts and Files

As a Group Administrator there will be additional options under posts and files to ensure smooth running of the group. In addition to Like, Reply and Share administrators are able to delete a post in a group they manage by clicking on the ... menu and selecting Delete.

## Official Content

Group admins can mark notes or files as Official. This signals that a document or post is an authorized version and locks down the content, so that only admins and the owner of the document can edit the content.

Marking a file or note as official

1. From the File page, open a file and choose Mark Official

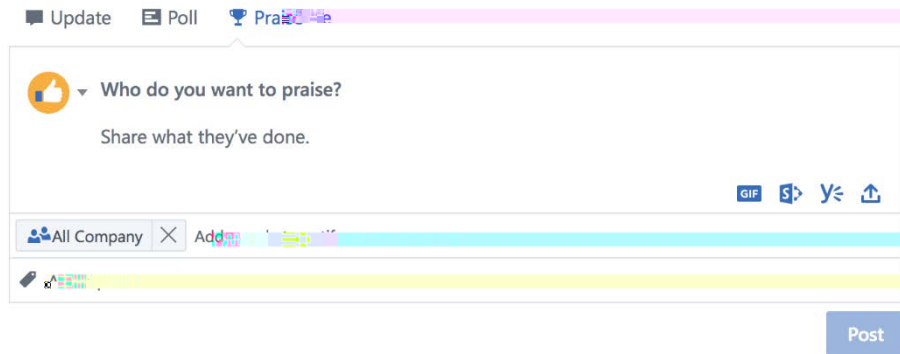
## Add Praise

Use praise posts encourage people to post, celebrate achievements of your workers, or highlight excellence.

1. To publish a praise post, Click on the name of the Yammer group.
2. Select Praise as the type of post



3. Click in the text box to begin typing and make sure to Tag notify people or groups by adding their names in a notification box, or add an @ sign in front of someone's name in the post body to tag & notify them.



4. Topics can be added to posts via the topic box, topics make searching for information in Yammer easier.
5. Click Post to publish

## Post Group Announcements

Group administrators can post announcements to broadcast important information to all group members. Announcements are specially designed to stand out to help users see important updates, such as a special

Even if a group member has group email turned off they will still receive the Announcement, so use wisely

Posting an Announcement

1. Click Announcement at the top of the group page (above the update box) only visible to Group Admins



While Announcements have the same options as other posts, there are also additional features: **Bullet points** or **Numbered lists**, **Bold or italic text**, and **Embed links**

2. Add a title and a message, attach relevant documents and tag people if needed.
3. Click Post

Note: The Post command pins the announcement to the group feed, and alerts everyone in the group with notification.

# Yammer Use

ask questions, share news and ideas, brainstorm, make announcements, share photos, events, send private messages, publicly praise a colleague. If you want to be sure someone sees your information, use email. Effective Yammer posts are brief and informal, but still professional.

posts, where your post is of interest to most people, but if they miss it, no big deal.

Share: you have a cool story to share i.e. customer experience, you are traveling and just want to let a heads up or inform everyone what you're working on.

Questions

likes

Conversations, eg: to ask a group question that perhaps someone can answer.

Announcements

Profile and upload a profile photo.

Describe yourself, and what you do.

[Yammer on your mobile device](#) with iPhone app and/or SMS

[Desktop App](#) on your computer

When you name to address a person, let someone know if the message relates to them or if they should respond.

Send a message to the most relevant Group and use Tags to ensure proper message delivery to members.

Be thoughtful about people receiving messages that they may not be interested in. Yammer is structured so that you can choose what content they receive based on what or who they follow.

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3.3 (r)-8.3 (c)-2.5h(b)7] ( ( Y)-6.7 (a)-8.2 (m)-1.5 (m) 9.9 (e) 4.4 (r)-8.3 (u)-7.3sr)-(g) 2.10.8 T2u (t t) 0.5 (