SAMI SUPPORT – COMMUNITY USER GUIDE

Version: 1.0

Abstract

This document will help the Product Owners to access the Community pages and perform certain operations.

SAMi Product Department/ SID Global Solutions

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Community pages

As part of the SAMi support initiative, the Product Owner is allowed to participate in collaborative knowledge sharing activities by posting message posts and subscribing to the Community page. The Community page will allow you (The Product Owner) to navigate to:

- Message Boards
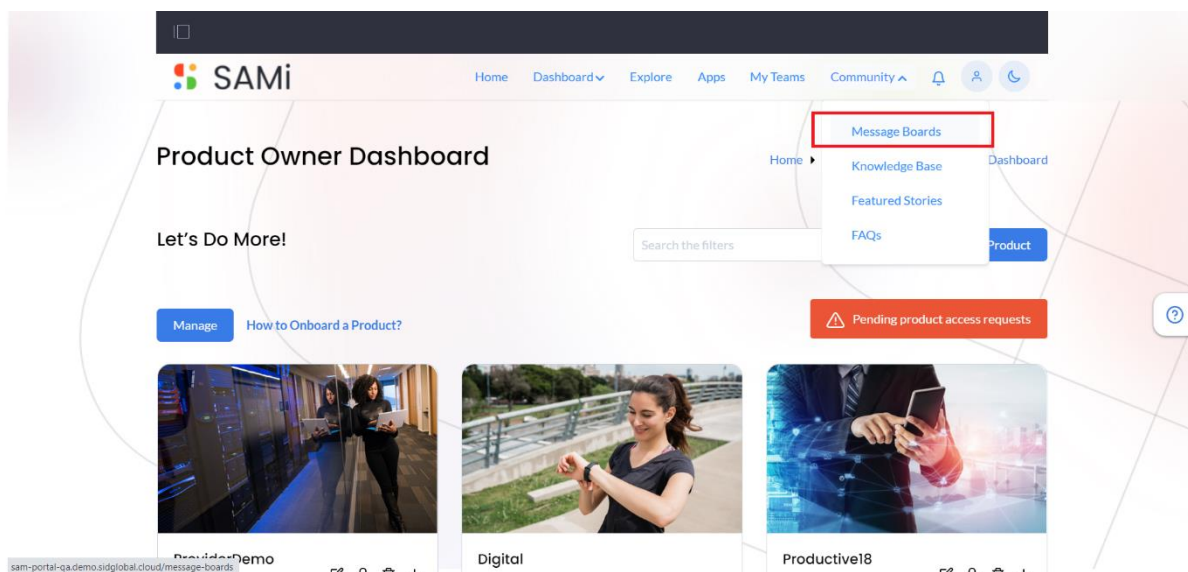- Knowledge Base
- Featured Stories
- FAQs

Message Boards

To view the message boards from the main menu do the following:
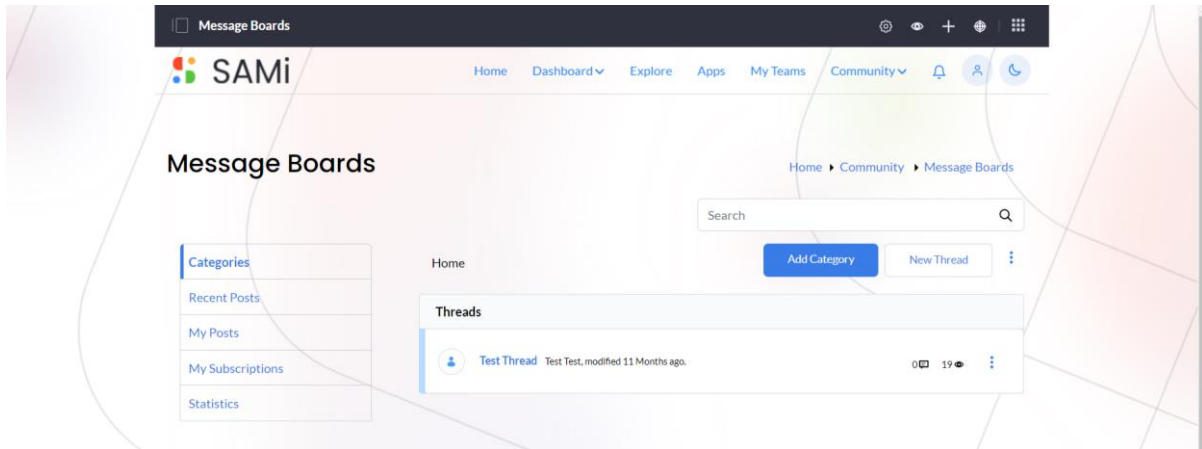
Step 1: Login as a Product Owner.

Step 2: Enter the URL: http://sam-portal-dev.demo.sidglobal.cloud/home in the browser.
Once you login, you will land on to **Product Owner Dashboard**.

Step 3: Form the Dashboard, click **Community,** and then **Message Boards**.

The Message Boards page is displayed. See next page.

Step 4: In the **Message Boards** page, you can navigate to these features and perform different operations:

- Categories
- Recent Posts
- My Posts
- My Subscriptions
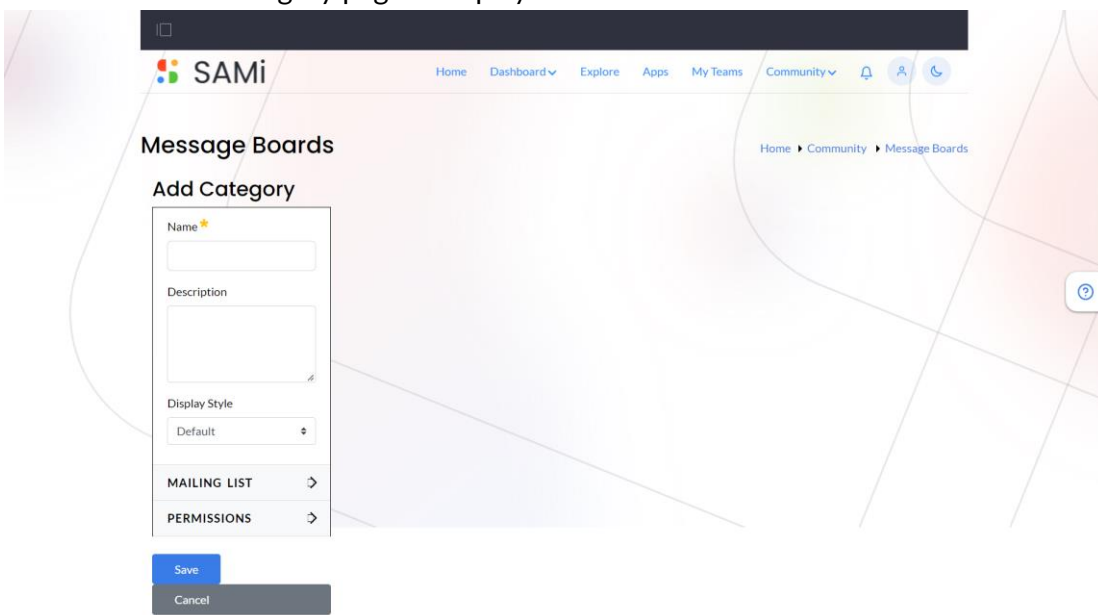- Statistics

Add a Category

In Categories, to add a new category, do the following:

Step 1: Click Community and then Message Boards option in main menu.

The Message Boards page appears.

Step 2: Click Add Category button.

The Add Category page is displayed.

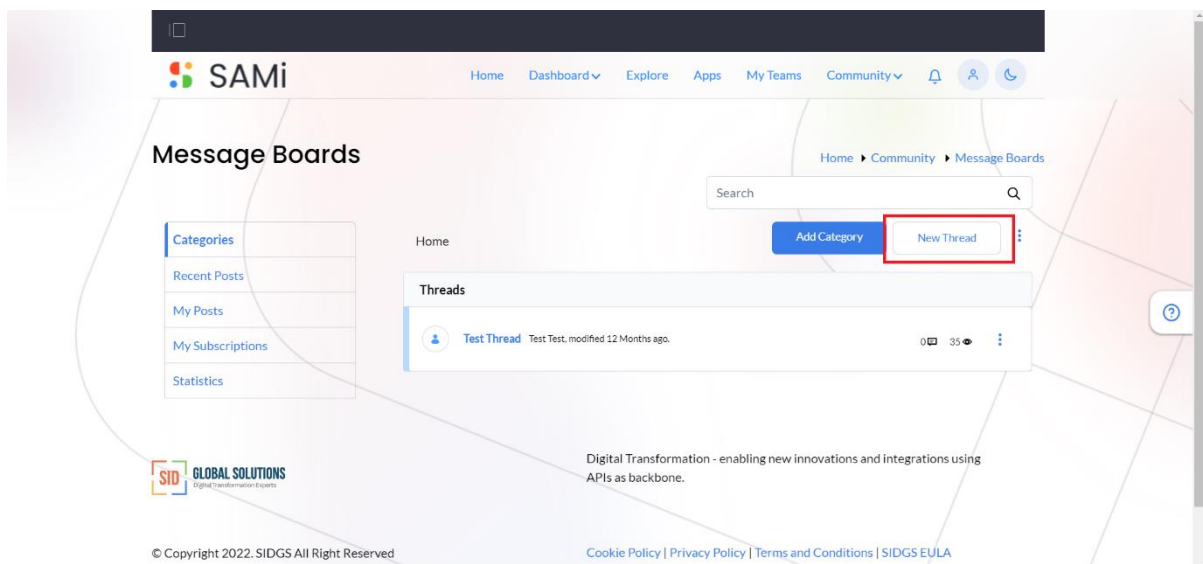Step 3: In **Add Category** page, do the following:

- Enter the Category **Name** in the textbox.
- Enter the **Description** in the text area.
- Select the **Display Style**, if you do not wish to select a style keep the **Default** style.
- **Mailing List**, select the mailing list as **Active** and **Allow Anonymous**.
- **Viewable By**, select viewable by using the dropdown, as Guest, Admin user and so on…
- **More Options** – If you wish to select a few more options.
- Click **Save.**
  The category is added successfully.
- Click **Cancel**, if you wish to cancel adding a category, and close the window.
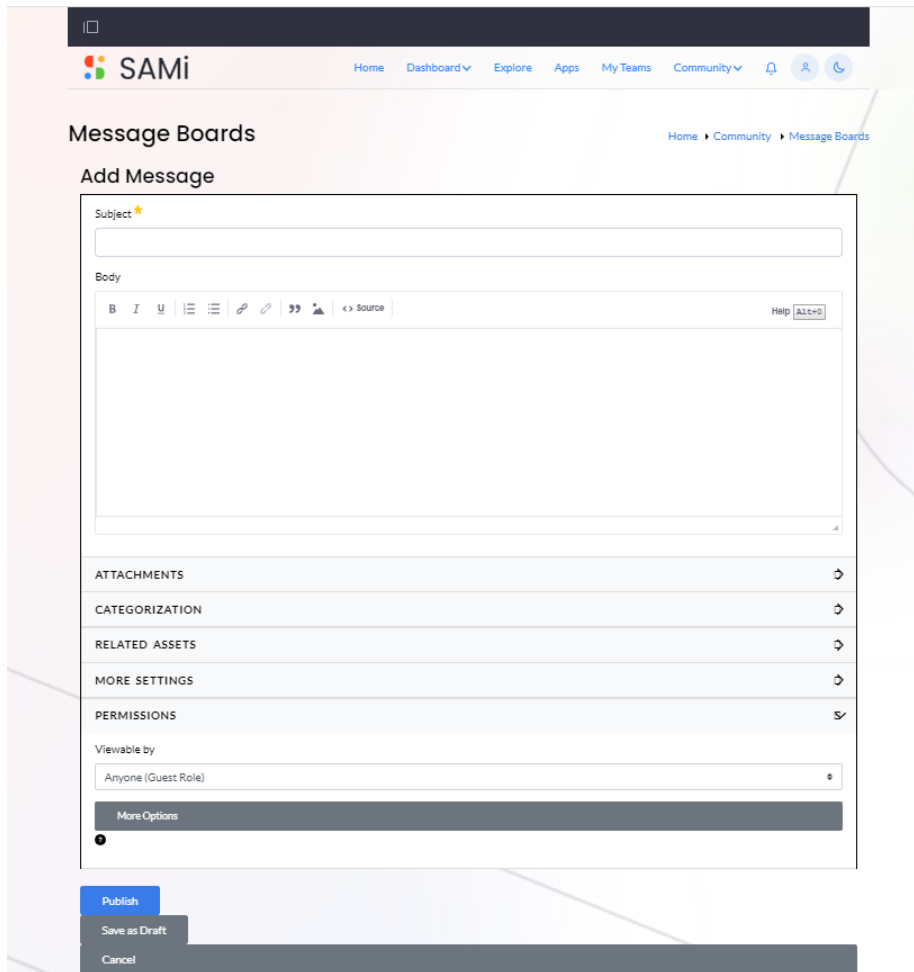
New Thread

The Product Owner is allowed to start a new thread of messages and at the same time post it in the message boards.

To start a new thread in the message boards, do the following:

Step 1: From Message Boards, click on **New Thread**.


The Add Message page appears.

Step 2: In the **Add Message** page, enter the following:

- **Subject** – Enter the subject in the textbox provided.
- **Body –** Enter the message in the message body text area.
- Optionally, you will be able to:
  - Upload attachments
  - Select Categorization
  - Select the Related Assets
  - Do More Settings
  - Permissions
  - Viewable by – This is to provide viewing permissions to different roles.
  - More Settings – to perform a few more settings.
- Click **Publish** to publish the message to the message board.
- **Save as Draft** – Click on **Save as Draft**, if you wish to save the message and publish it later.
- **Cancel** – click **Cancel**, if you wish to abort and close the message page.
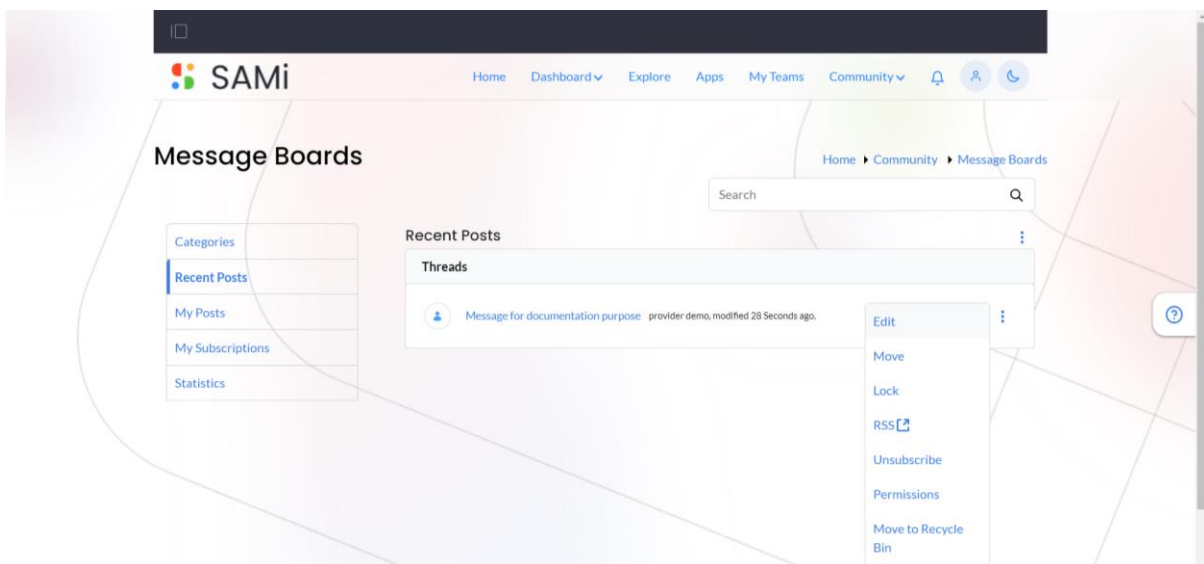
Recent Posts

The Recent Post will help you to view all the recently posted messages by all the members in the Message Boards of a Community.

1. To go to the recent posts, On Message Boards, click on the **Recent Posts** tab on the left navigation.
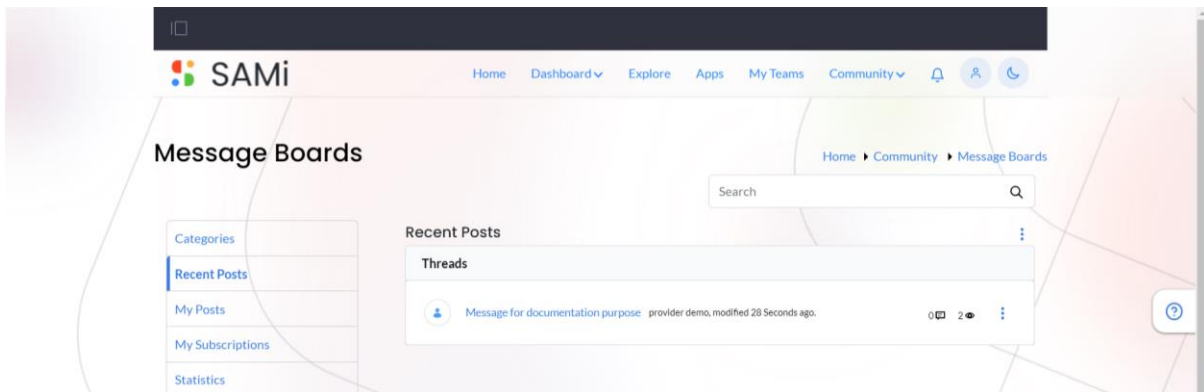
2. In the Recent Posts, when you click on 3 dots men option.

   The dropdown menu appears.

In the Recent Posts, when you click on 3 dots menu option, you will be allowed to do the following operations with the posts:
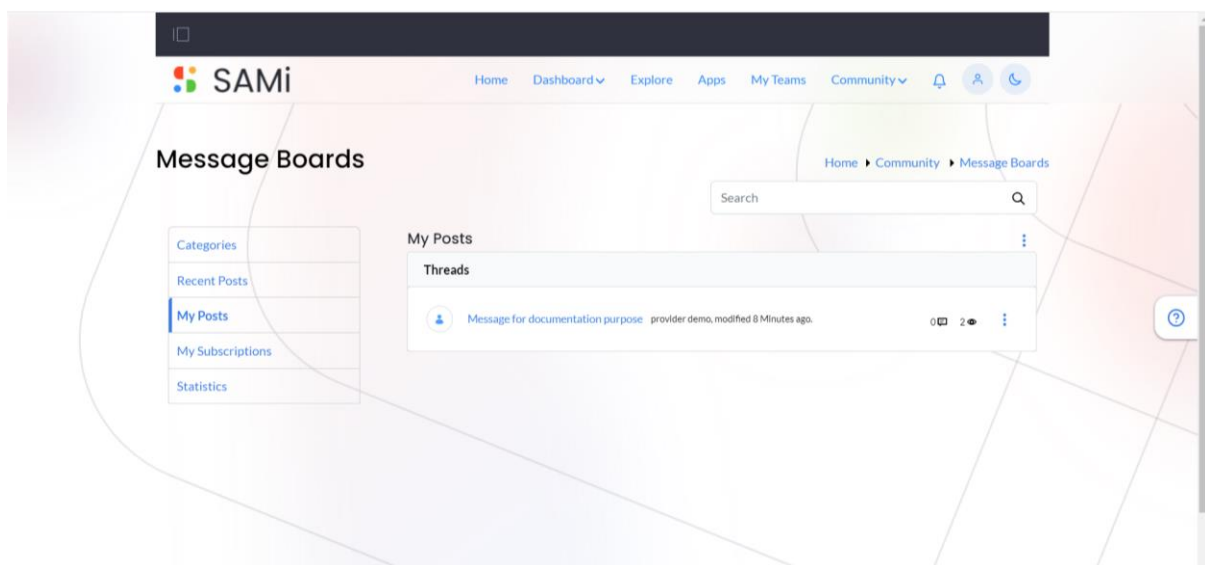
- Edit
- Move
- Lock
- RSS Feed

- Unsubscribe
- Permissions and
- Move to Recycle Bin

My Posts

The My Posts will display all the logged-in users (Product Owners Posts) and will be able to perform the same operations as done in the Recent Posts.

To go to My Posts, On Message Boards, click on **My Posts** tab on the left navigation.
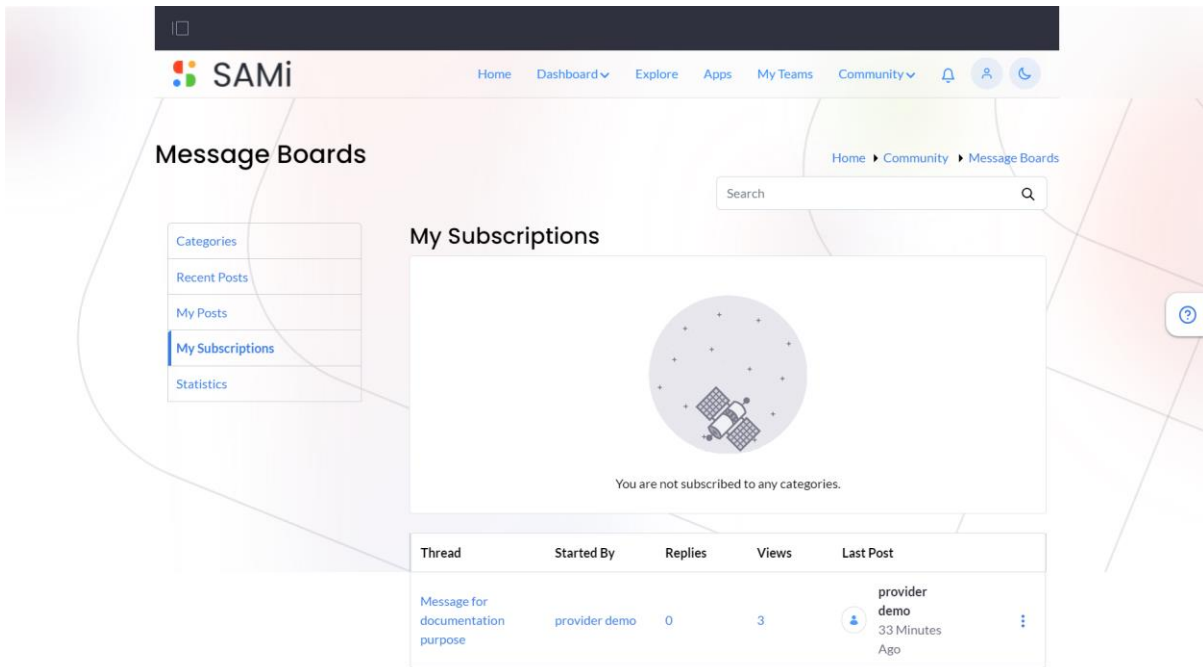
My Subscription

The My Subscription will allow you to view all your message subscriptions.

To navigate to the subscription, from Message Boards, click on **My Subscription**.

The My Subscriptions page is displayed with all your subscriptions.

The My Subscription will display all the logged-in users (Product Owners Subscriptions) and will be able to perform the same operations as done in the Recent Posts.
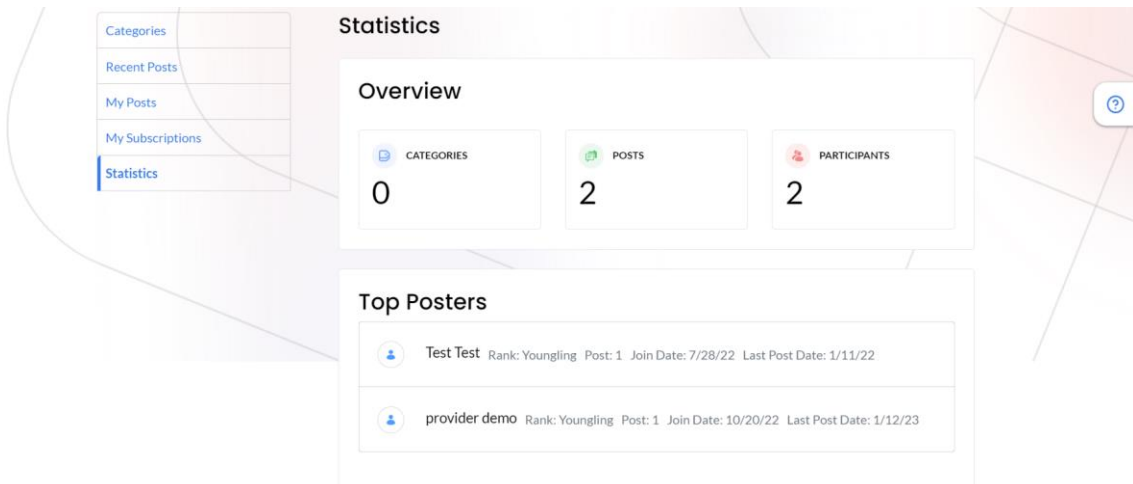
Statistics

The Statistics page will allow you to view all the statistics about your number of posts, and the participants who visited your posts. Additionally, will also display the number of categories.

1. To navigate to Statistics, from **Message Boards**, click on **Statistics**.

   The Statistics page is displayed with all the user posts statistics and the top message posters.

   Note: This is a read-only page, you cannot perform any operations on it except viewing the posts and the statistics.

Knowledge Base

The Knowledge Base will allow you to view articles, subscribe, print, move and delete the knowledge base articles on the Community page.
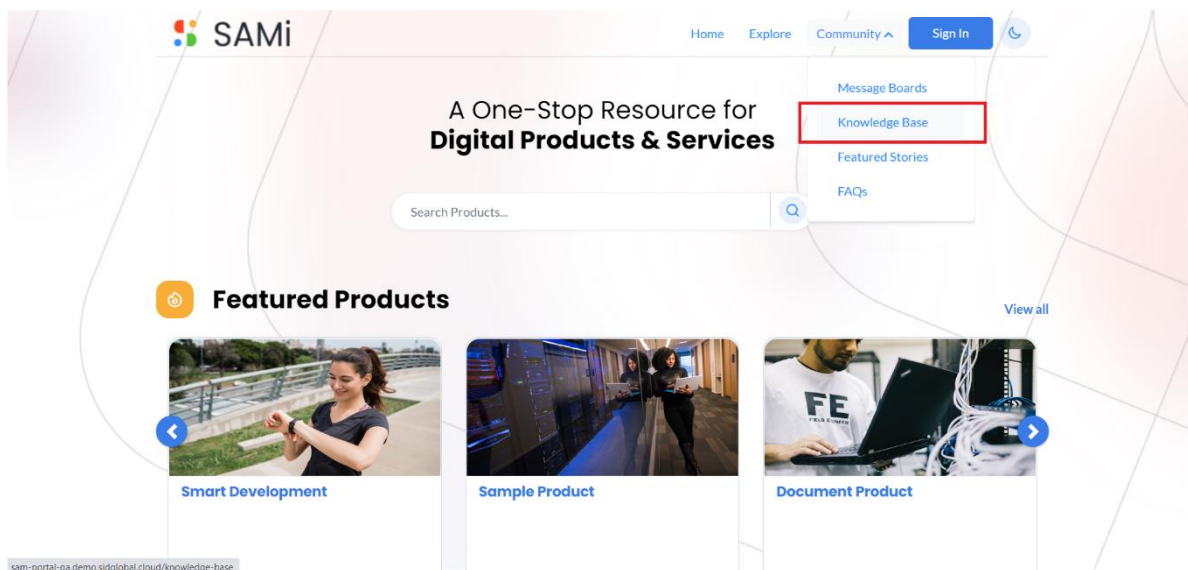
To view the Knowledge Base from the main menu do the following:

Step 1: Login as a Product Owner.

Step 2: Enter the URL: http://sam-portal-dev.demo.sidglobal.cloud/home in the browser.
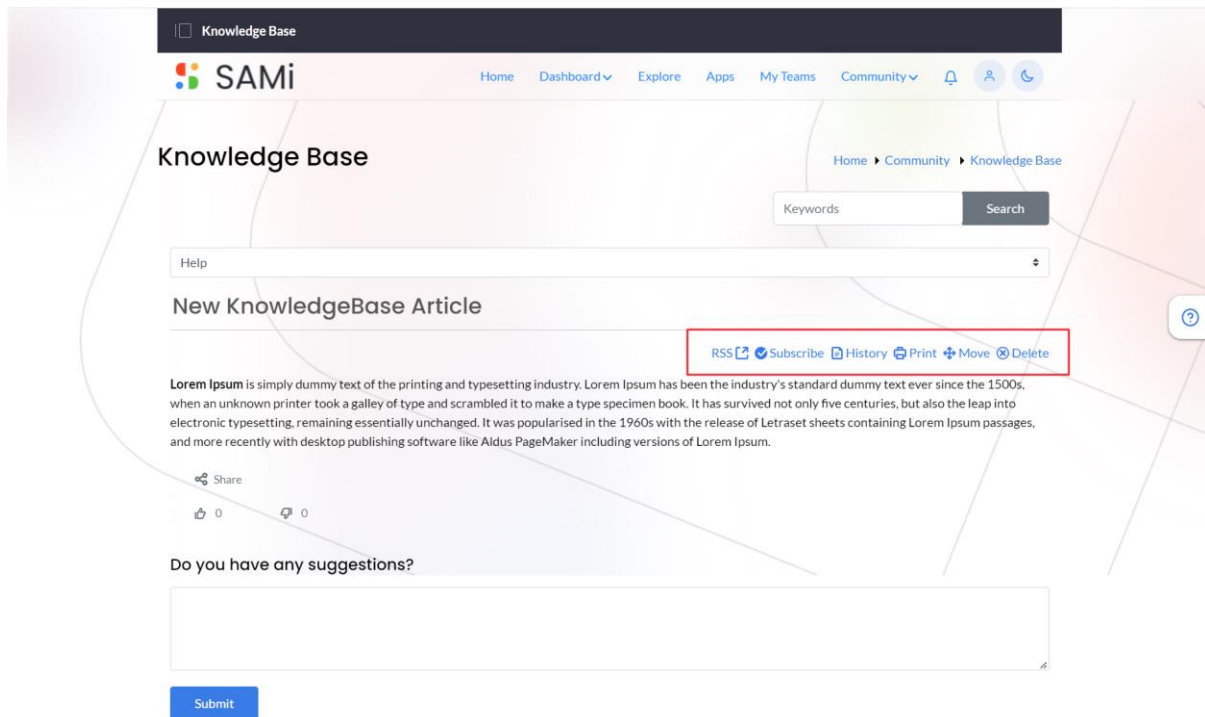
Once you login, you will land on to **Product Owner Dashboard**.

Step 3: Form the Dashboard, click **Community,** and then **Knowledge Base**.

The Knowledge Base page is displayed. See next page.

In the Knowledge Base page, you will be able to search articles, print the article, subscribe articles, view RSS feeds, move articles and view history.

Additionally, you will be able to write a suggestion and submit it to the community page.

Featured Stories (Blog Entry)

The featured stories will help you to add blog entry posts and perform more publishing and accessing options.
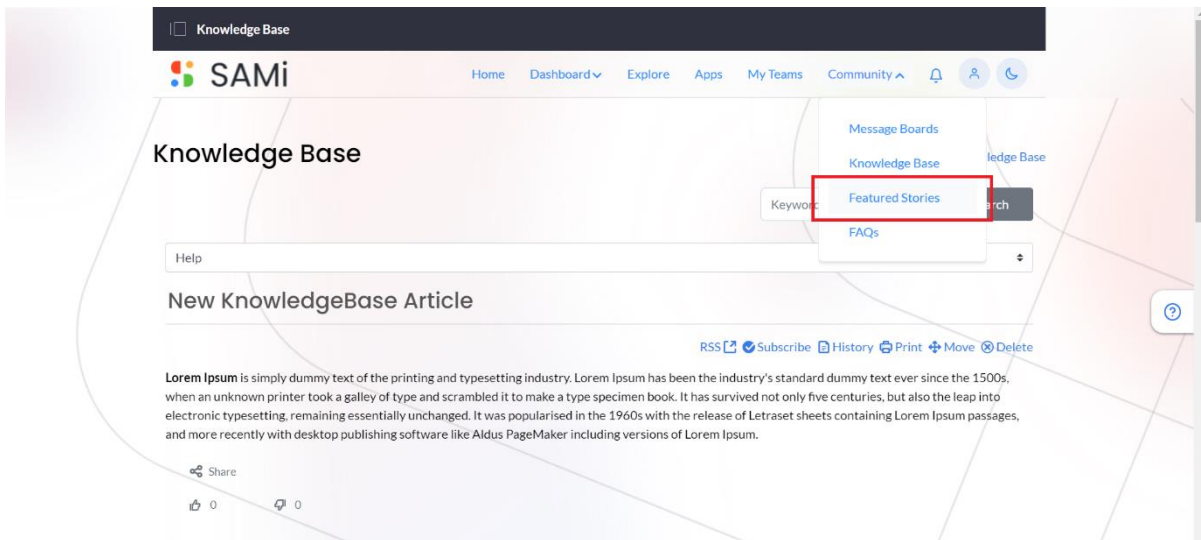
To view the Featured Stories from the main menu do the following:

Step 1: Login as a Product Owner.

Step 2: Enter the URL: http://sam-portal-dev.demo.sidglobal.cloud/home in the browser.
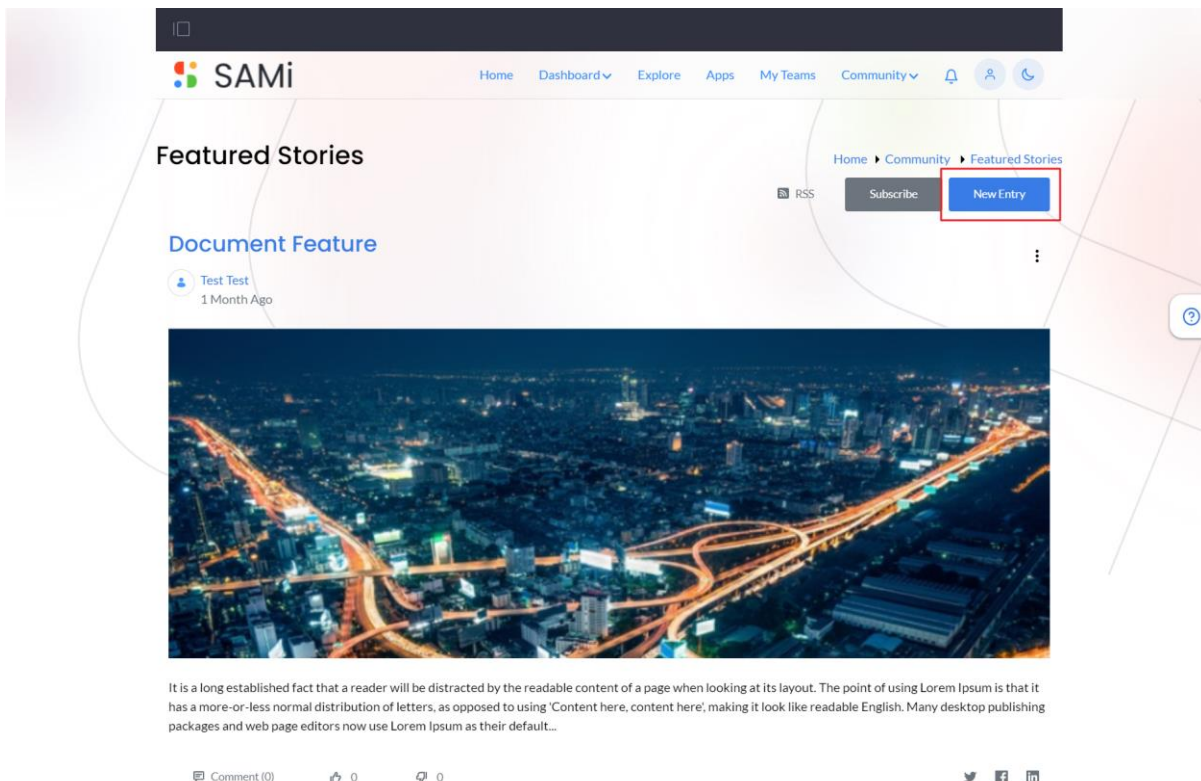
Once you login, you will land on to **Product Owner Dashboard**.

Step 3: Form the Dashboard, click **Community** and then **Featured Stories** in main menu.
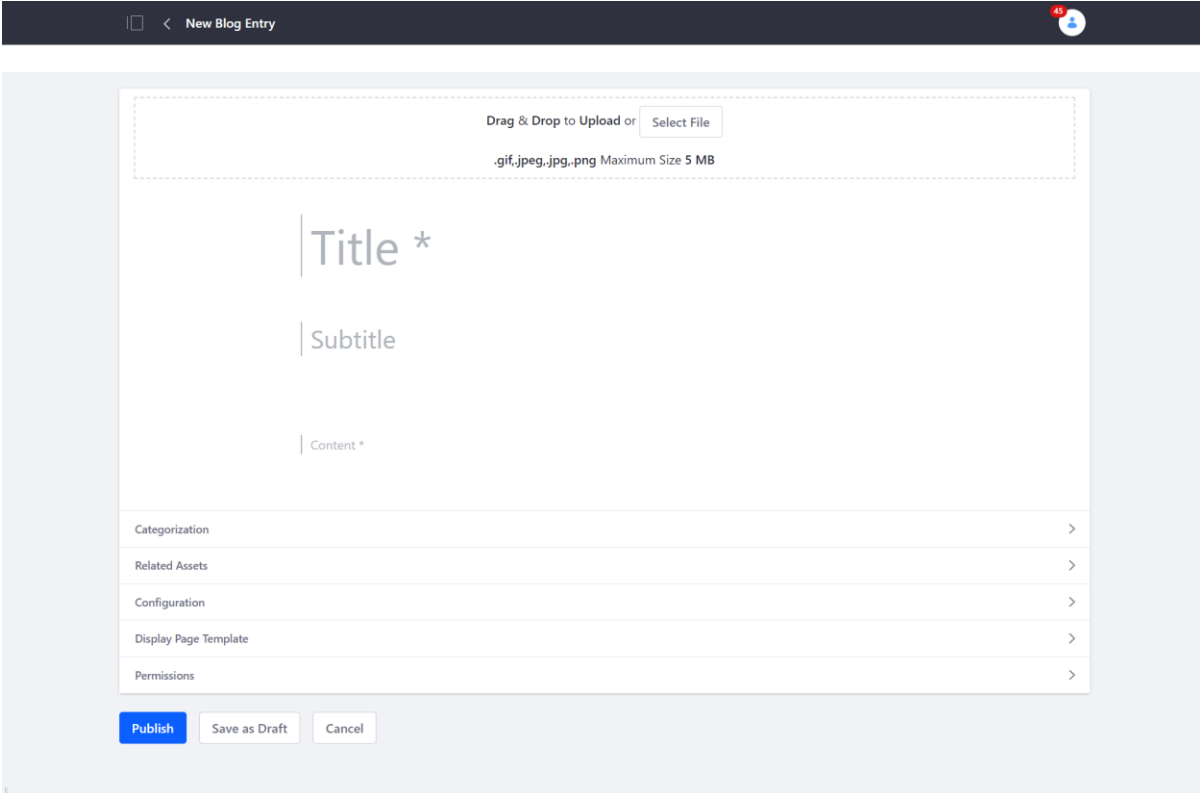
The Featured Stories page is displayed.

Step 4: In the Featured Stories page, click **New Entry** button, to add a new featured story to the Community page.
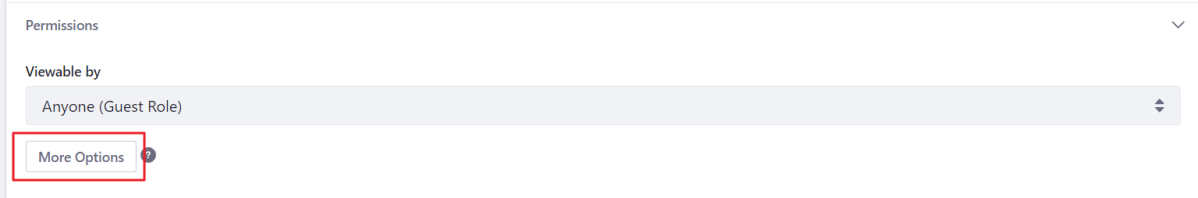

Step 5: The New Blog Entry page is displayed in content editor mode. See next page.

Step 6: In the **New Blog Entry** page, do the following:

- **Drag & Drop** a file or click **Select File** to upload a picture of not more than 5 MB in size
- In the body of the blog editor, enter the Title, Subtitle, Content
- Additionally, Select **Categorization** to add the blog to the selected category, enter the existing assets, for instance, product, catalog etc.
- Select **Related Assets**, by browsing through the portal.
- Select the **Configuration** like, **Automatic** or **Custom**, and also provide the **Blog Entry URL** in the textbox.
- Select Abstract by choosing "use the first 400 characters of the entry content" or Custom Abstract, when you choose **Custom Abstract,** it is mandatory to enter the **Description** to it.
- Drag and Drop to upload **Small Image File** or browse to select it from your local drive**. Note:** the image file size should not exceed 5 MB.
- Enter the **Display Date** and **time**, if you wish to change from the current date and time to some future date and time.
- By default, the Pingbacks are enabled to Yes, if you wish you can set it to No. **Note**: Pingbacks are the comments created when you link to another blog post.
- Select **Display Page Template**, if you choose a specific template, a **Select** button appears for you to browse and upload a template designed by you, as these templates can be used for a new blog post. If you do not wish to use a Display Page Template, you can choose the Default Template.

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- **Permissions** – select the user roles who could have permissions to view the blog post by clicking **Viewable by**.

- Optionally, if you wish to add more roles-based permissions by clicking **More Options** under **Permissions**, and choose the checkboxes against the role like, Update Discussion, Delete Discussion, Permissions, Update, View, and Add Discussion.

- Click **Hide Options**, if you wish to close the **More Options** section.

Step 7: Click **Publish**, to publish the **New Blog Entry**.

Step 8: Click **Save as Draft**, if you wish to save the blog entry and publish it later.

Step 9: Click **Cancel**, if you wish to cancel publishing the blog entry and close the window.
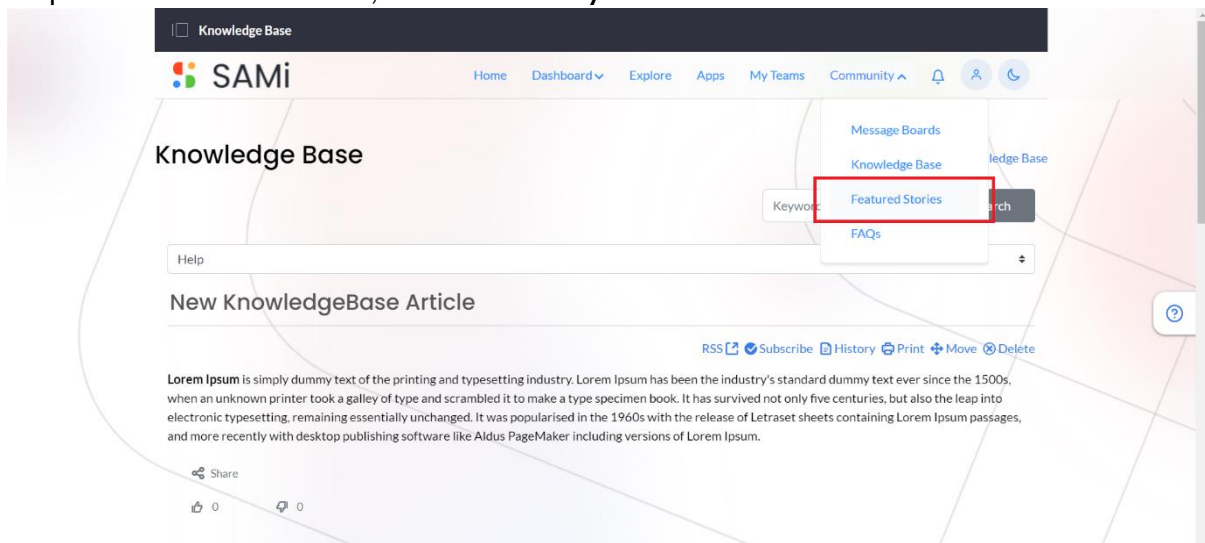
Subscribe or Unsubscribe from a Featured Story

To Subscribe or unsubscribe from the Featured Stories from the main menu do the following:
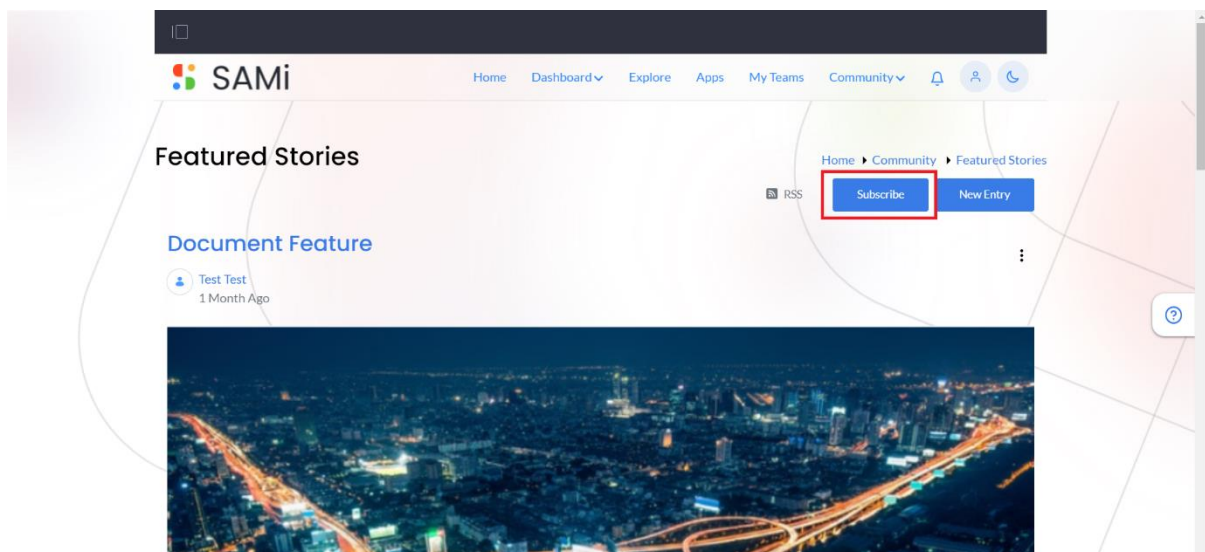
Step 1: Login as a Product Owner.

Step 2: Enter the URL: http://sam-portal-dev.demo.sidglobal.cloud/home in the browser.

Once you login, you will land on to **Product Owner Dashboard**.

Step 3: Form the Dashboard, click **Community** and then **Featured Stories**.

The Featured Stories page is displayed.

Step 4: In the Featured Stories page, click **Subscribe** button to subscribe to these featured stories in the Community pages.

The Featured Stories are successfully subscribed.

Step 5: Similarly, if you have subscribed to the Featured Stories earlier, and wish to unsubscribe for whatsoever reason, click the **Unsubscribe** button.

The Featured Stories subscribed earlier are successfully unsubscribed.

FAQs

The FAQs page allows you to write FAQs and submit it to the Community page.

To write FAQs on the Community page from the main menu do the following:
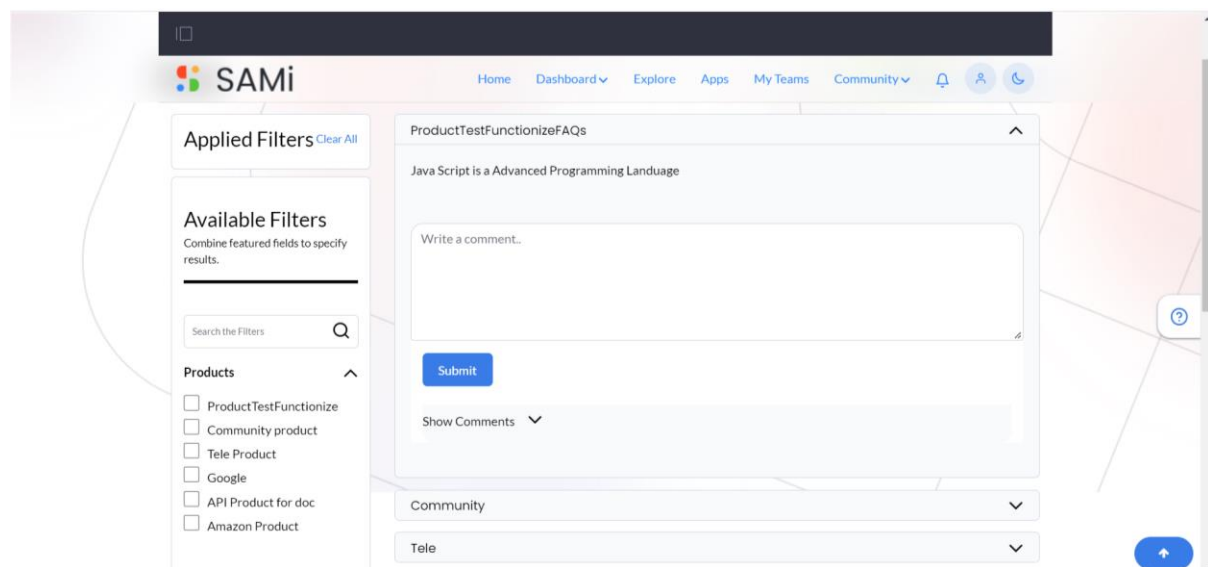
Step 1: Login as a Product Owner.

Step 2: Enter the URL: http://sam-portal-dev.demo.sidglobal.cloud/home in the browser.

Once you login, you will land on to **Product Owner Dashboard**.

Step 3: Form the Dashboard, click **Community** and then **FAQs**.
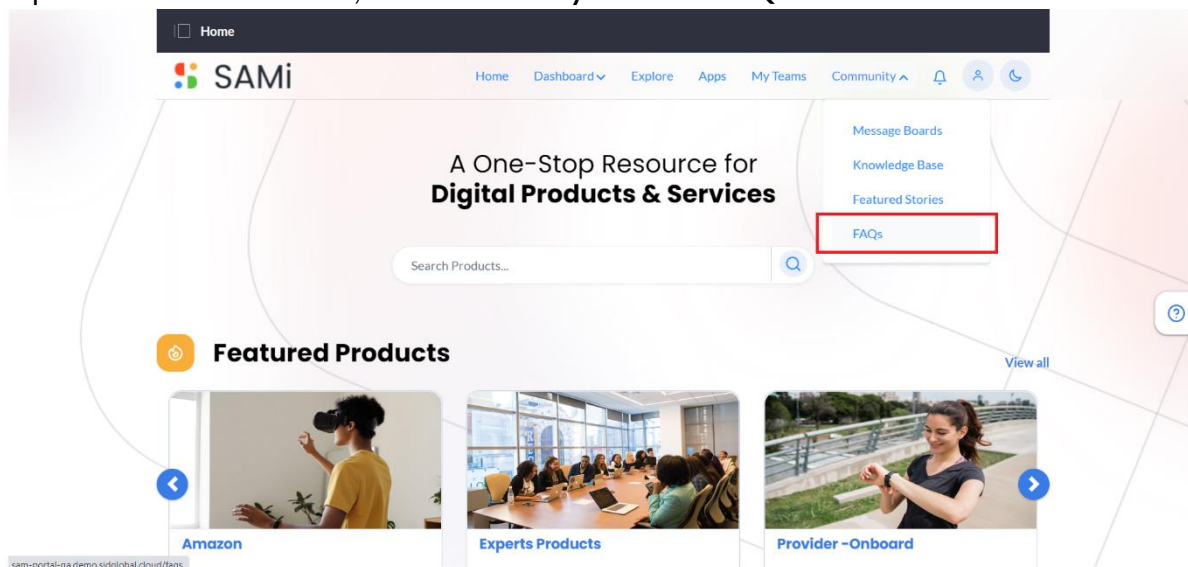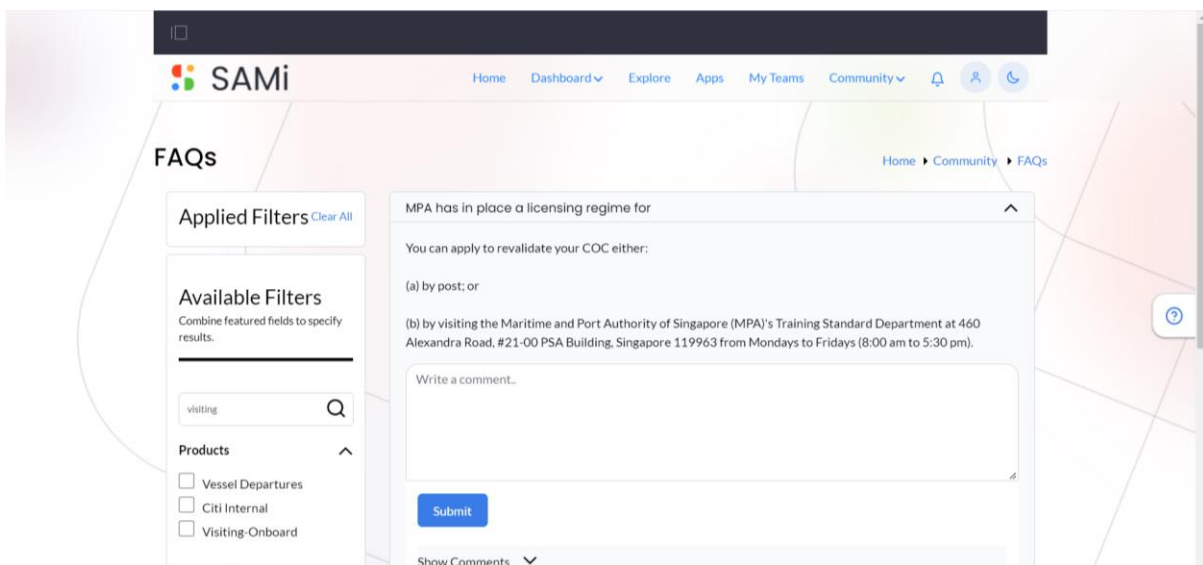

The FAQs page is displayed.

Step 4: In the FAQs page, type in your question in the **FAQ** text area.
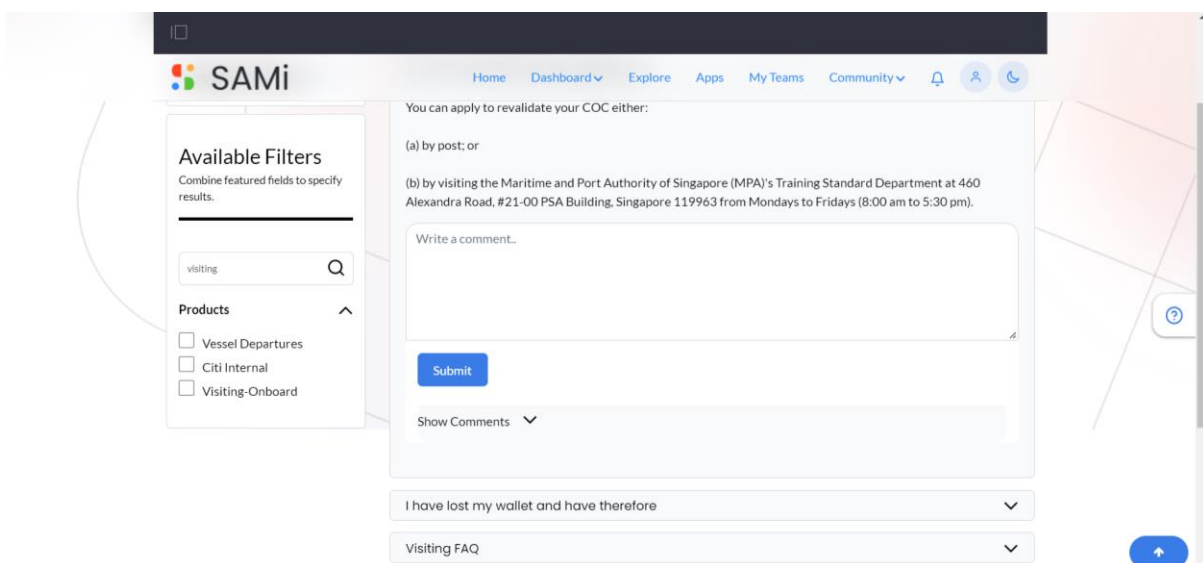
Step 5: Click **Submit**.

A success message appears, and the FAQ is submitted to the Community page.

Filter and Search FAQs

Step 1: To filter and search FAQs, provide the FAQ name in the search field and click on **Magnifying glass** icon or press **Enter**.

The respective FAQ is displayed below on the same page.

Step 2: Click on **Visiting FAQ** dropdown to expand and view the complete FAQ.