



University Information
Technology Services

Yammer

Getting Started

University Information Technology Services

Learning Technologies, Training & Audiovisual Outreach

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University Information Technology Services

Yammer Getting Started

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Introduction

Yammer is a private collaboration tool that helps you connect to colleagues in your organization, share information across teams, and organize around projects. Only your coworkers can join, so your communications on Yammer are secure and visible only to people within your organization.

Learning Objectives

After completing the instructions in this booklet, you will be able to:

- Sign In and Out of Yammer
- Navigate and Manage your Inbox
- Access, Create, and Manage Groups
- Configure Notifications
- Follow People and Conversations
- Upload Files

Accessing Yammer

1. From *the Office 365* home page, click the **Yammer** icon to launch the app.

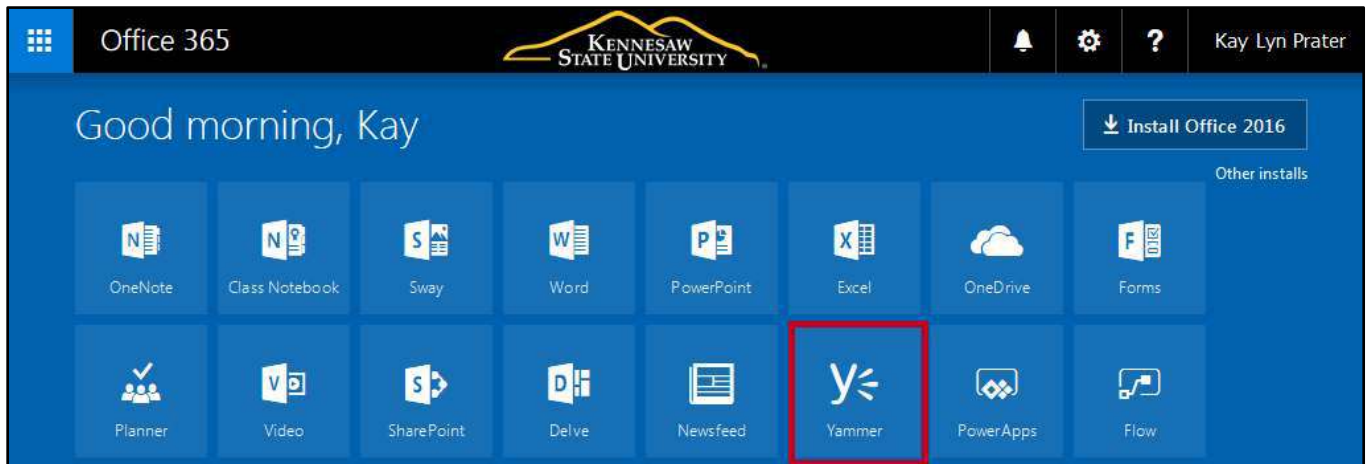


Figure 1 - Click Yammer

2. You can also launch Yammer from within another app on Office 365 (e.g. SharePoint, OneDrive, etc.). Click the **App Launcher** (See Figure 2).
3. Click **Yammer** (See Figure 2).

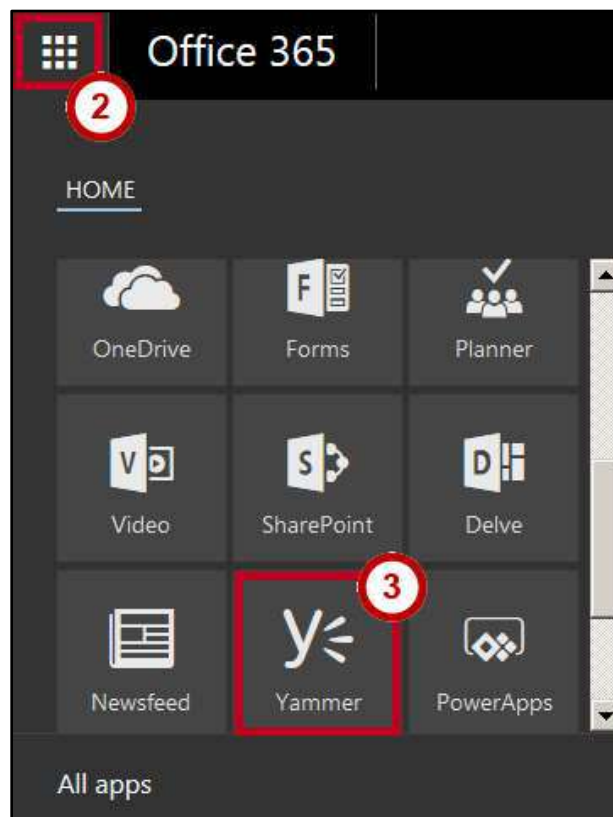


Figure 2 - Open Yammer

Yammer Navigation

When connecting to Yammer, the navigation is organized into three basic areas:

1. **Home Feed:** This is the landing page that opens when first accessing Yammer. This is where you can view messages posted by the entire organization and all groups to which you belong (See Figure 3).
2. **Inbox:** View private messages, conversations you have participated in, group announcements, and any conversations in which you were mentioned (See Figure 3).
3. **Groups:** A list of specific public or private groups to which you belong, providing access to each group (See Figure 3).

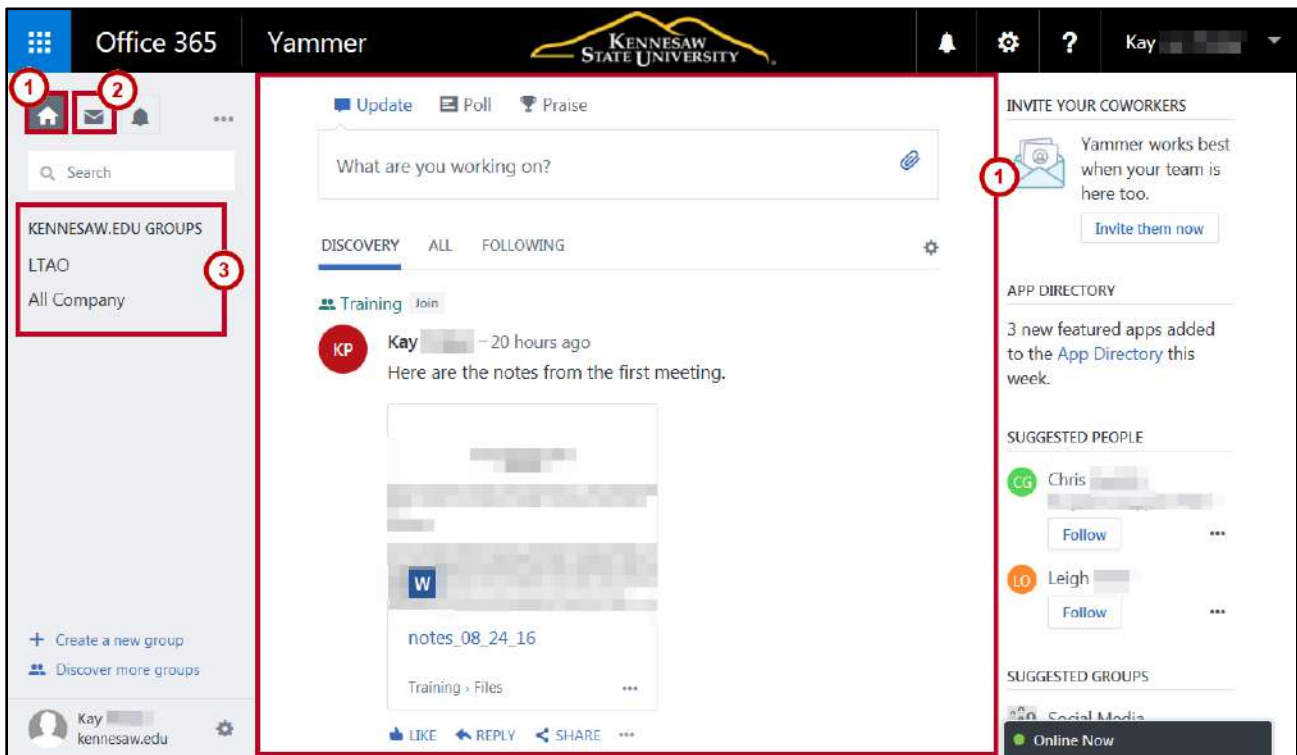


Figure 3 - Yammer Home Feed

4. When your *Home Feed* opens, there are three different views for the *Home Feed*:
 - a. **Discovery**: Where you can view new content.
 - b. **All**: Where you can view content posted from all groups.
 - c. **Following**: Where you can view content posted by people or conversations you are following.

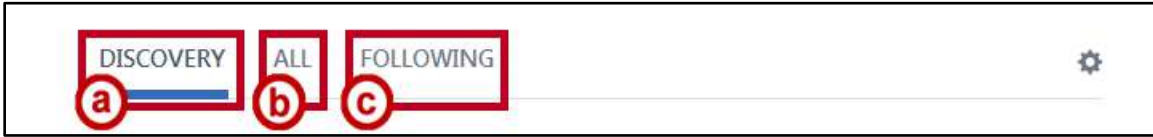


Figure 4 - Home Feed View Options

5. To view posts by a specific group, click the **group name** you want to view in the left navigation bar.

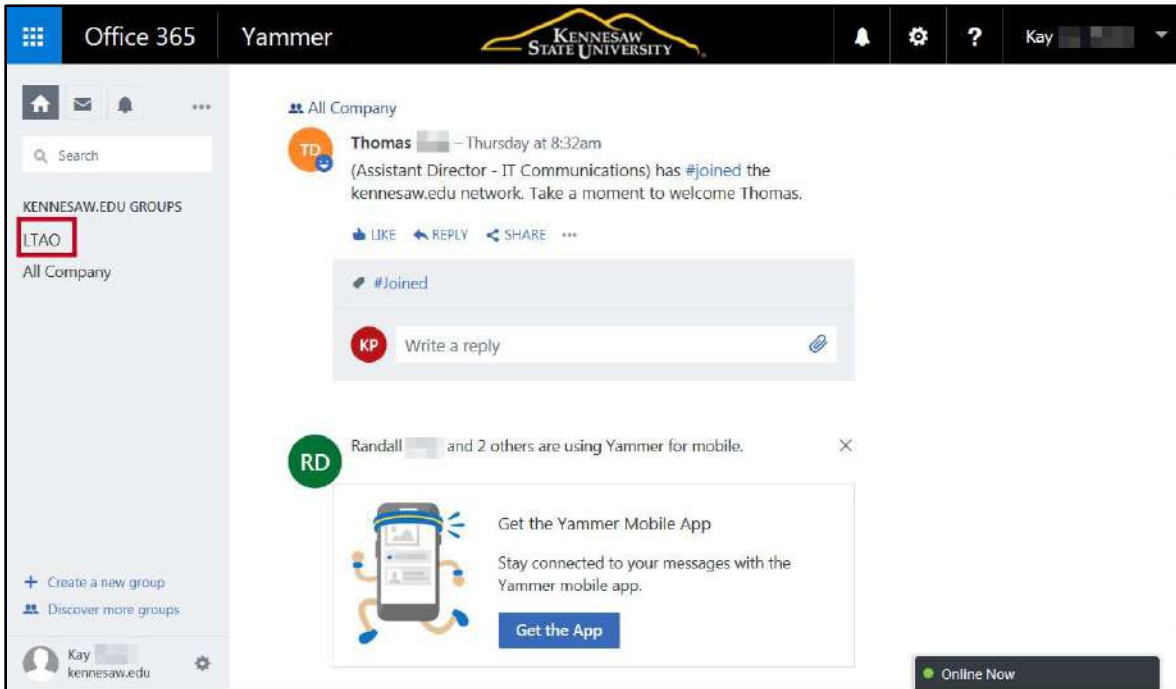


Figure 5 - Click on a Group

Inbox

Your inbox is a space for you to view and manage messages. There are two views (the underline indicates which view is currently active):

1. **Unread:** Displays all messages that have not yet been viewed (See Figure 6).
2. **All:** Displays a complete list of all messages sent to your Inbox (See Figure 6).



Figure 6 - All View

Posting a Group Message

You can create a message to be delivered to the inbox of all members of a group and post to the group feed. To create and post a group message:

1. Click the **Inbox** icon in the navigation bar to the left (See Figure 7).
2. The *Yammer* inbox will open. Click **Create Message** (See Figure 7).



Figure 7 - Create Message

3. The *Create a Message* window opens. Click **Post in a Group** (See Figure 8).
4. Click the **Select a group** drop-down arrow to search available groups (See Figure 8).
5. Enter a **group name** to search for the desired group (See Figure 8).

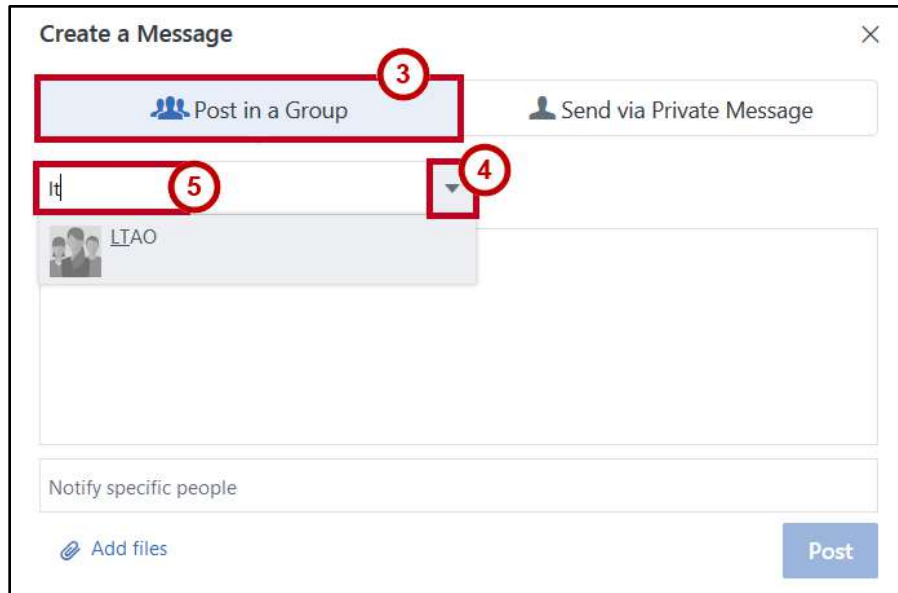


Figure 8 - Post in a Group

6. In the *Message* window, enter the **text** of your message (See Figure 9).
7. If you want to attach files to the message, click **Add files**. This provides options for attaching files to your message (See Figure 9).
8. When ready to send your message, click **Post to Group** (See Figure 9).

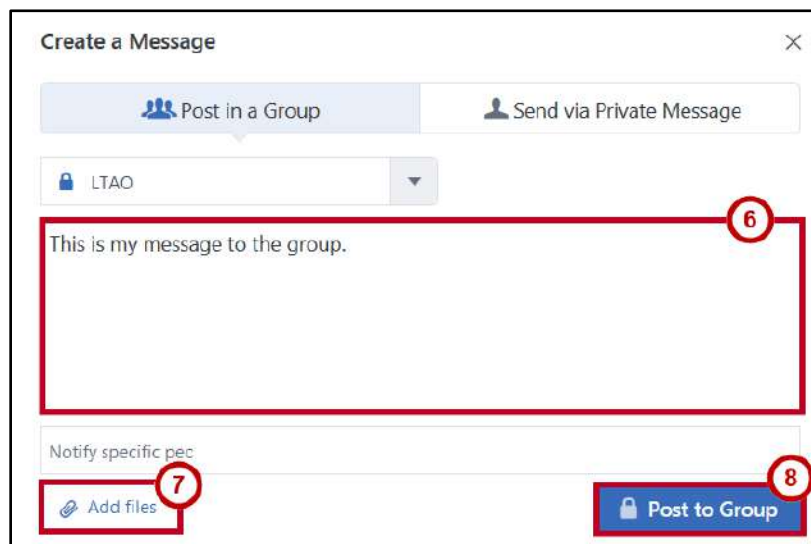


Figure 9 - Post to Group

Creating a Private Message

You can also send a private message to be delivered directly to a person's inbox rather than post to the newsfeed. To create and send a private message:

1. Click the **Inbox** icon in the navigation bar to the left (See Figure 10).
2. The *Yammer* inbox will open. Click **Create Message** (See Figure 10).



Figure 10 - Create Message

3. When the *Create a Message* window opens, click **Send via Private Message** (See Figure 11).
4. Click the **Add participants** drop-down arrow to view available individuals (See Figure 11).
5. Click a recipient **name** (See Figure 11).

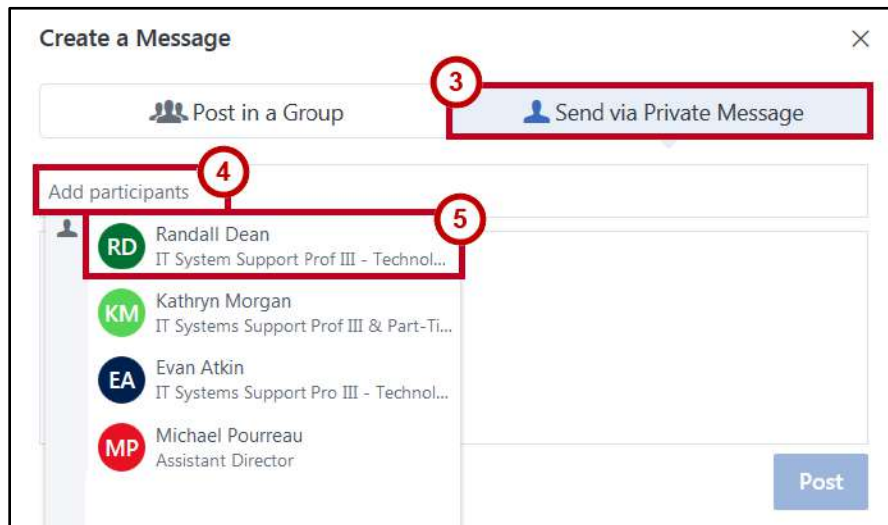


Figure 11 - Add Participants

6. If you want to add more recipients, click **Add more participants** (See Figure 12).
7. When you have added all recipients, in the *Message* window, enter the **text** of your message (See Figure 12).
8. If you want to attach files to the message, click **Add files**. This provides options for attaching files to your message (See Figure 12).
9. When you are ready to send your message, click **Send Message** (See Figure 12).

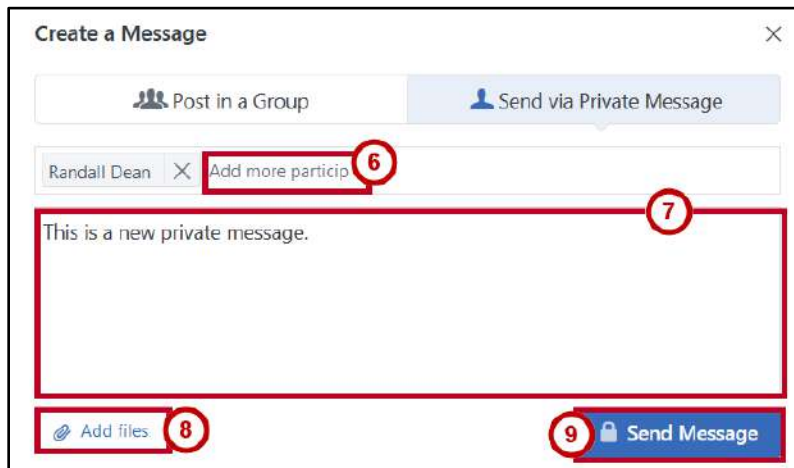


Figure 12 - Send Message

Searching the Inbox

The *Yammer Inbox* also contains a search box to allow you to search for messages from a particular individual or group, related to a particular topic, or containing a particular phrase. To search, use the following steps:

1. In your *Inbox*, click the **Search** icon.

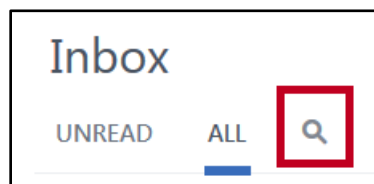


Figure 13 - Click the Search Icon

2. In the *Search* box, enter the **name** or **phrase** to search in the search box.



Figure 14 - Enter a Name or Phrase to Search

3. Click the **Search** button.
4. All messages containing the phrase will be displayed.



Figure 15 - Search Results

Groups

A group creates a secure work space to share files, information, notes and discussions related to a specific organization, team, project, or topic. You can create *Internal* groups to collaborate with people within Kennesaw State University or *External* groups to collaborate with people outside Kennesaw State University.

Accessing Groups

The following provides instructions on how to access the group feed for a particular group:

1. In the navigation bar to the left, click the **Name** of the group that you want to view (See Figure 16).
2. The *LTAO* group opens. You have access to group conversations, files, and notes (See Figure 16).

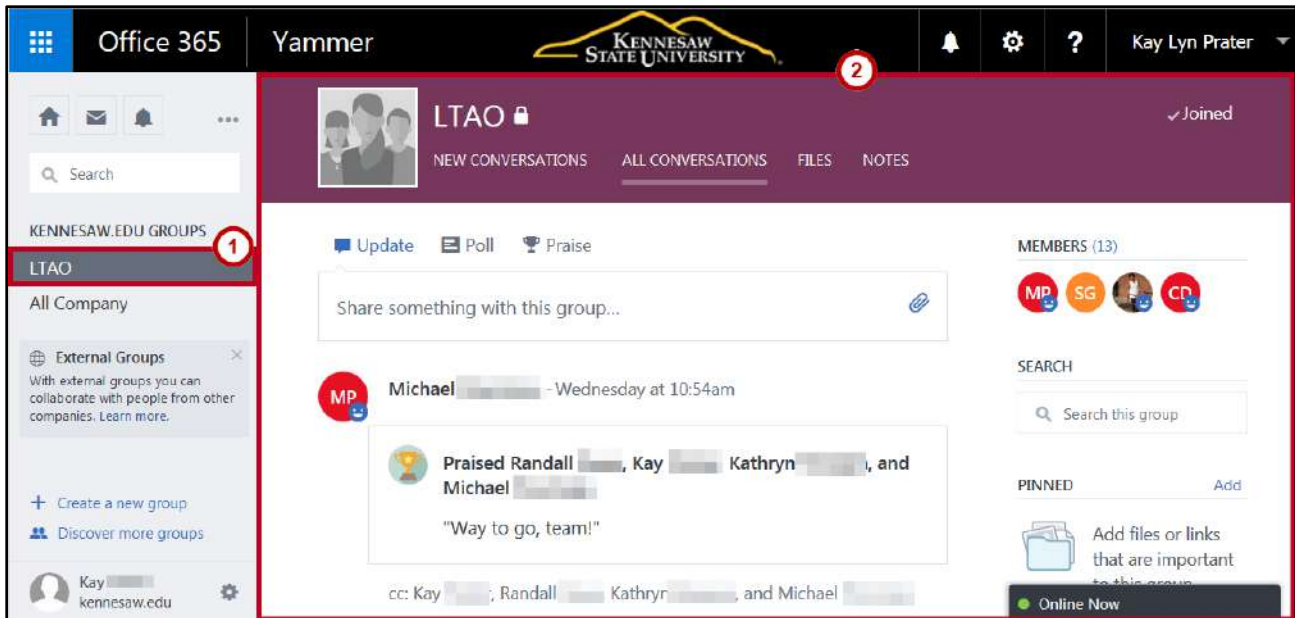


Figure 16 - LTAO Group Feed

3. You have four views in the *LTAO* group:
 - a. **New Conversations:** Where you can access new posts by group members (See Figure 17).
 - b. **All Conversations:** Where you can access all conversations among group members (See Figure 17).
 - c. **Files:** Where you can upload and download files, create new documents, delete files, or edit files in Microsoft Online (See Figure 17).
 - d. **Notes:** Where you can create notes for your team members and attach files to notes (See Figure 17).

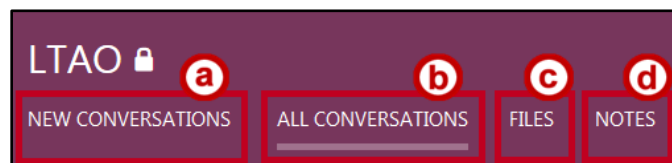


Figure 17 - Views

Creating an Internal Group

To create an internal group, use the following steps:

1. In the navigation bar to the left, click **Create a new group**.

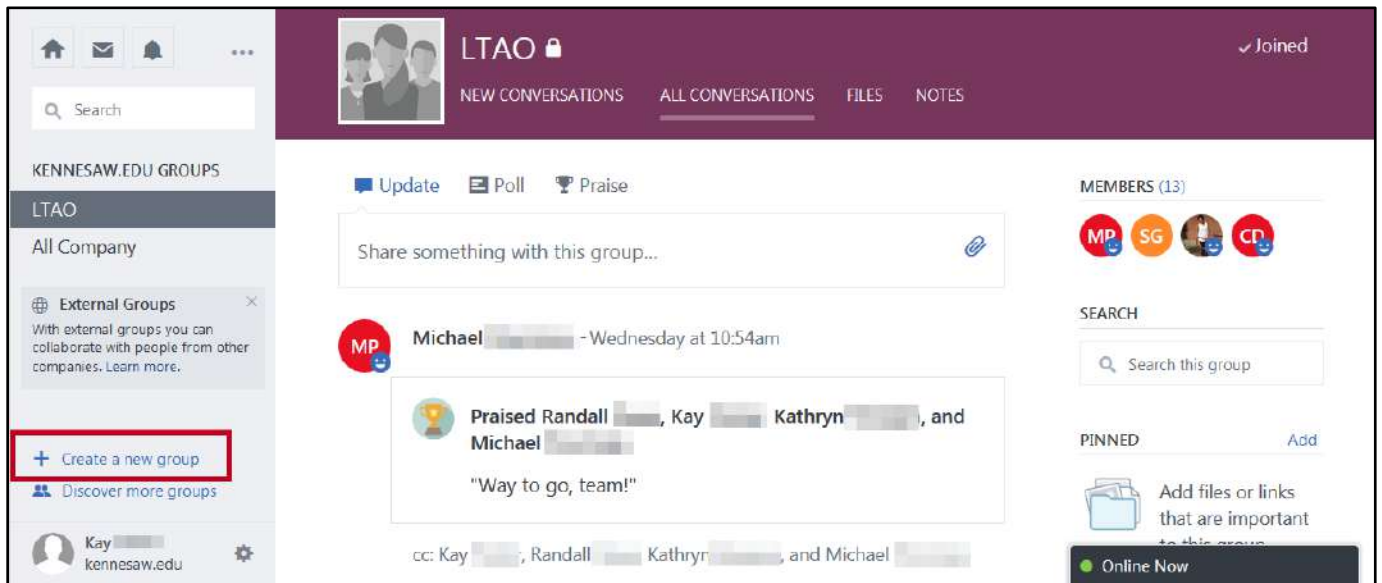


Figure 18 - Create a New Group

2. The *Create a New Group* window opens. In the *Group Name* field, enter a **name** for your new group (See Figure 19).
3. In the *Group Members* field, type the **name** of the person you wish to add to the group. Yammer will auto-populate names if the person has a Yammer account (See Figure 19).

A screenshot of the 'Create a New Group' dialog box. It has two main options: 'INTERNAL GROUP' (To collaborate with people inside your company) and 'EXTERNAL GROUP' (To collaborate with people who work at other companies). Below these are two input fields. The first is 'Group Name' with the text 'Training' entered; a red box and a circled '2' highlight this field, and a green message below it says 'Name is available.'. The second is 'Group Members' with a red box and a circled '3' highlighting the '+ Add people to this group by name or email' text. At the bottom, there are radio buttons for 'Public Access' and 'Private Access' (which is selected), and a checkbox for 'List this group in our network's group directory and search results.' A blue 'Create Group' button is at the very bottom.

Figure 19 - Insert Group Name & Add People

4. Click the *Group Members* field to add more members to your group. Continue this practice until all members have been added to the group (See Figure 20).
5. Under *Who can view conversations and post messages*, you have two options:
 - a. **Public Access:** Anyone in the KSU network with access to the KSU Yammer Home Feed can view conversations and post to this group (See Figure 20).
 - b. **Private Access:** Only group members invited to the group can view conversations and post to this group. You may also decide whether or not this group can be found in the KSU network groups directory and search results (See Figure 20).
6. When you have made your access selection, click **Create Group** (See Figure 20).

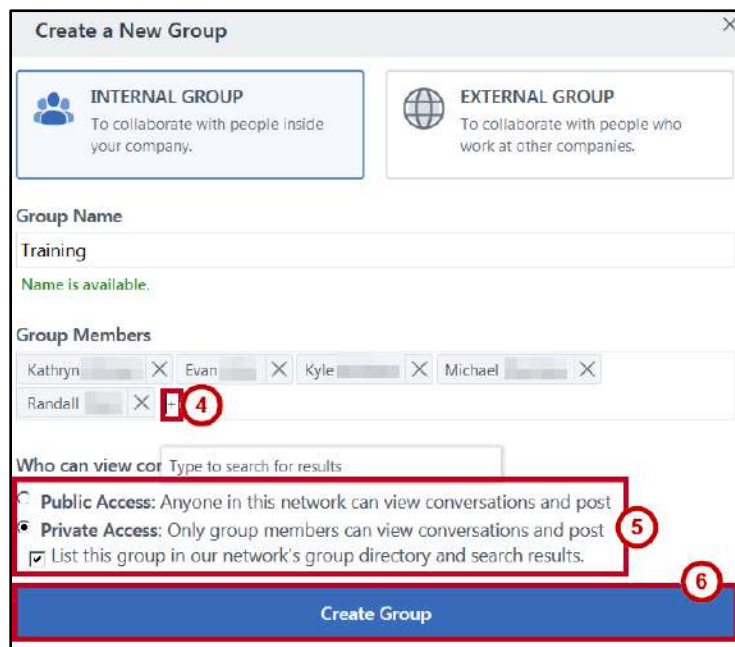


Figure 20 - Create Group

7. A new group and group space for communication has been created.

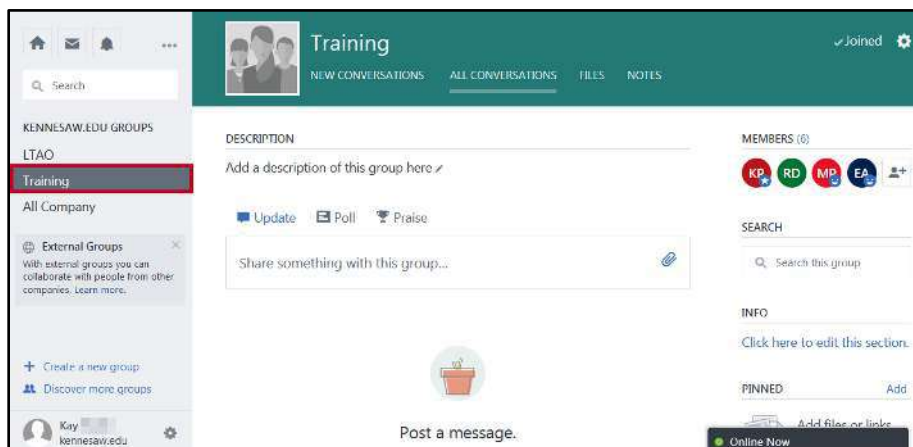


Figure 21 - New Group Added

Adding Members to a Group

To add members to a group, use the following steps:

1. In the navigation bar to the left, click the **group name** that you want to edit.

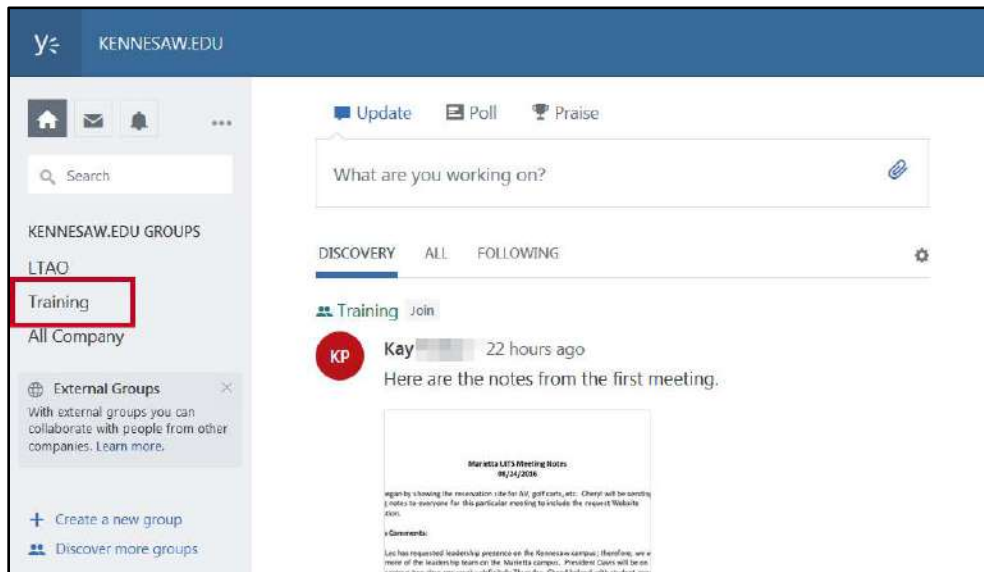


Figure 22 - Select Group to Edit

2. From within the group space you want to add members to, click the **Add Members** button.

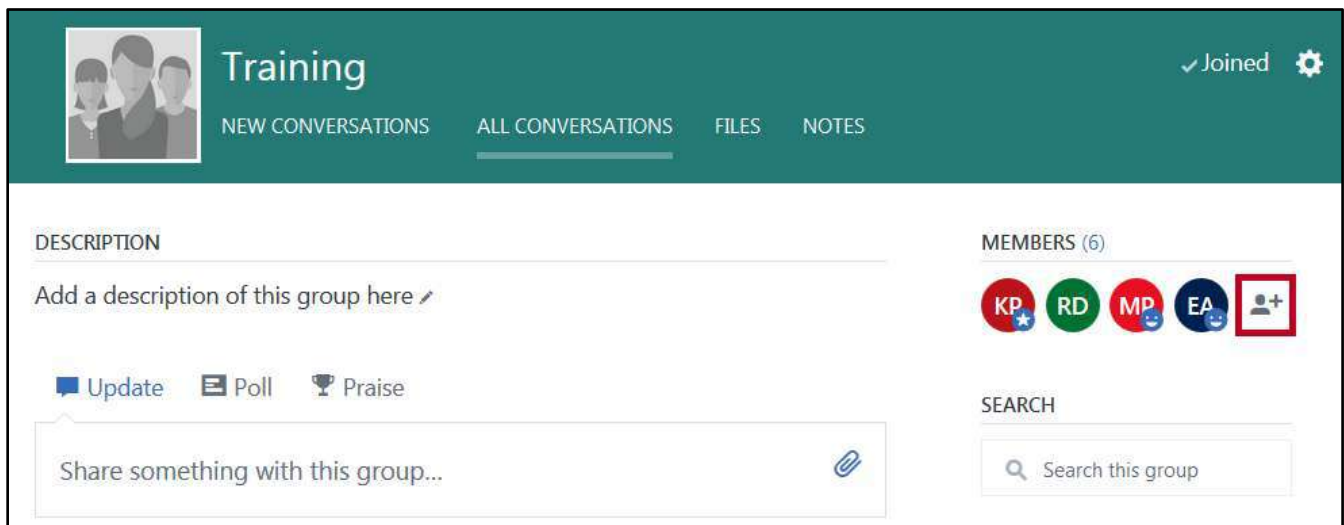


Figure 23 - Click Members

- The *Group Members* window opens listing the current group members. In the *search box* at the top, click in the **Search** box.

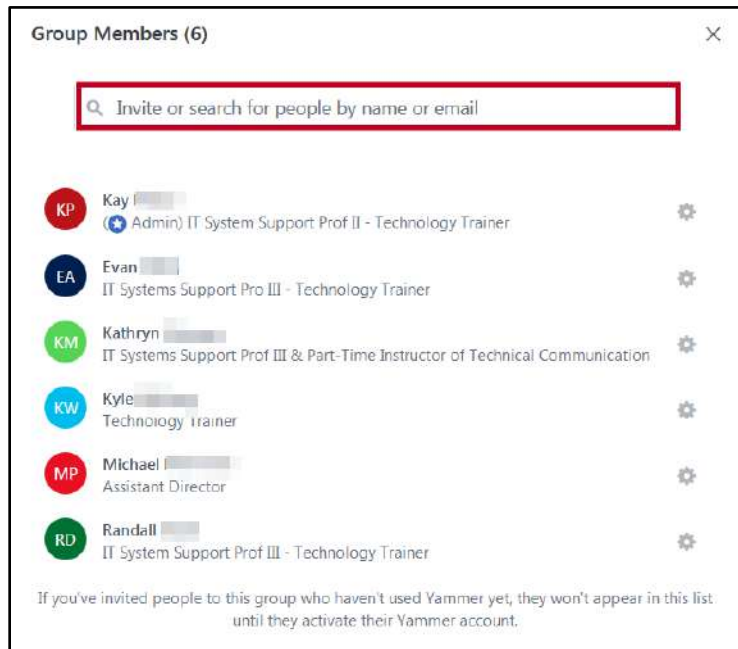


Figure 24 - Click to Invite Others

- Type in a **name** to search for. Search results will be displayed below.
- Next to a result, click **Add To Group**.

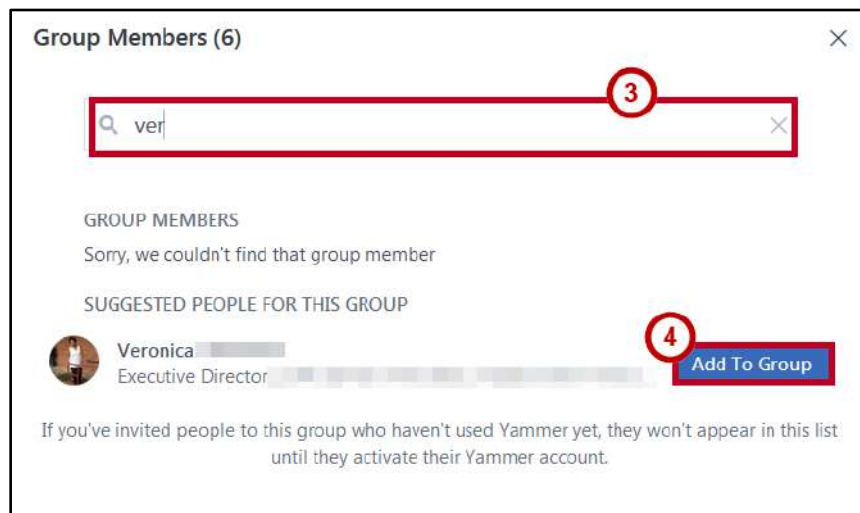


Figure 25 - Add To Group

6. The new group member has been added.

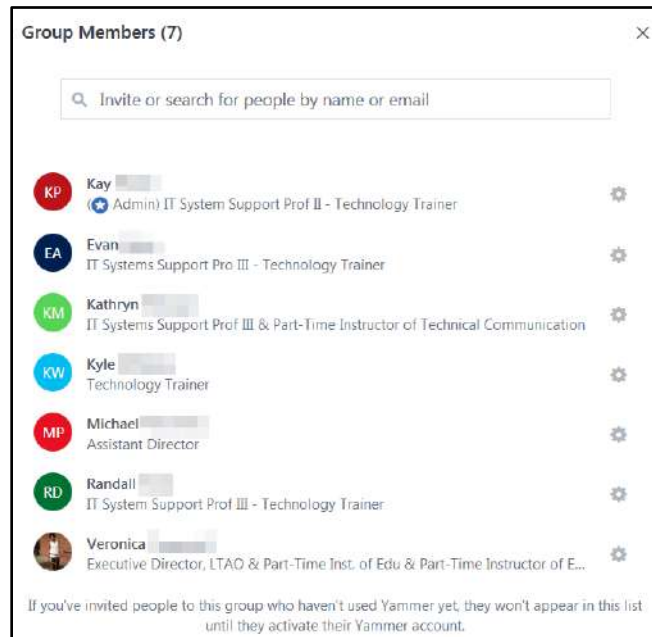


Figure 26 - New Group Member Added

Remove Members from a Group

To remove a member from a group, follow the steps below:

1. From within the group space you want to remove members from, click **Members**.

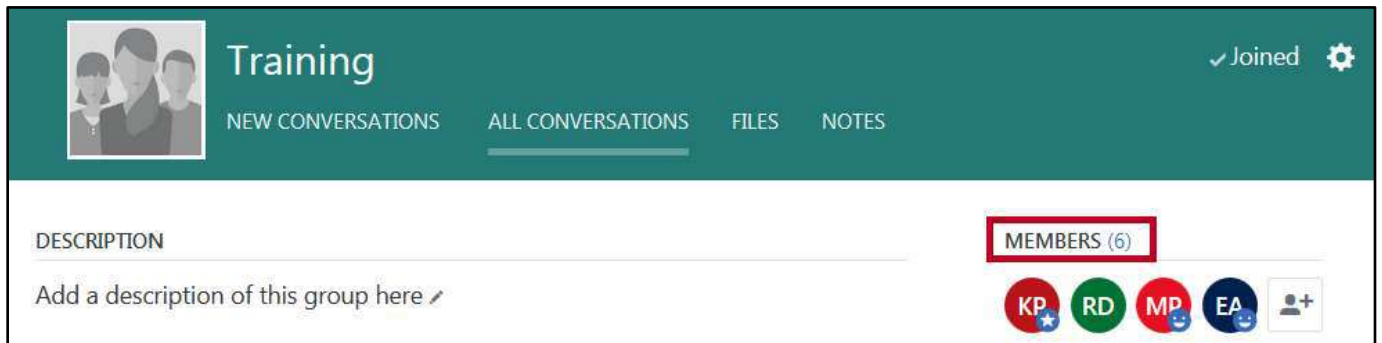


Figure 27 - View Members

2. Click the **Settings** button next the member name you want to remove.



Figure 28 - Click Settings

3. Click **Remove from Group**.

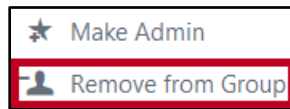


Figure 29 - Remove from Group

Notifications

Yammer will send you email notifications when new items appear in your inbox. You can configure your email notifications to send you instant email messages, or a daily or weekly digest of activity. When setting instant email notifications, you can select the Groups from which you would like to receive instant emails.

To alter the settings for your daily digests and email notifications, follow the steps below:

1. In the navigation bar to the left, click **Settings** next to your user name.
2. Additional options will be displayed. Click **Edit Settings**.

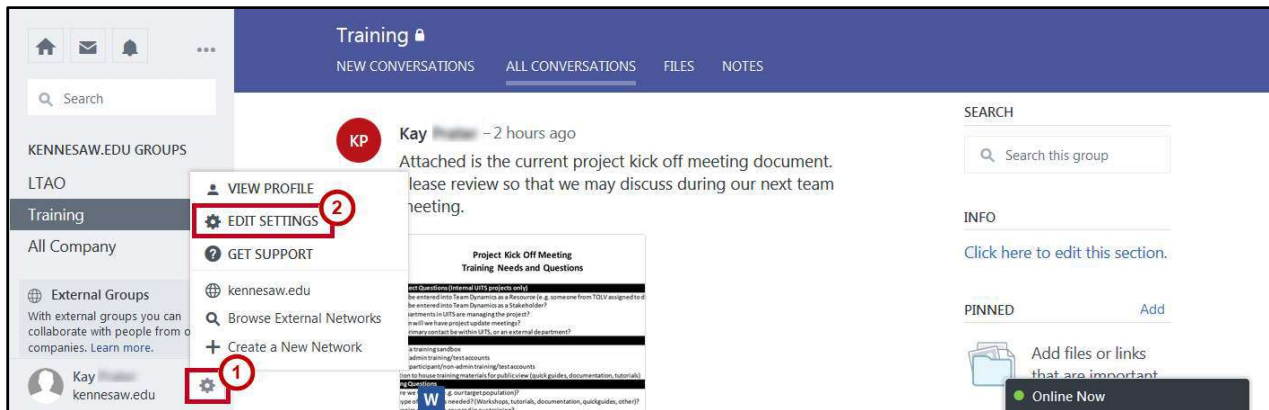


Figure 30 - Edit Settings

3. The *Settings* window will open. Click **Notifications**.

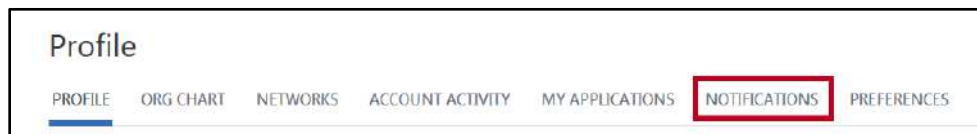


Figure 31 - Notifications

4. The *Notification Settings* window opens.

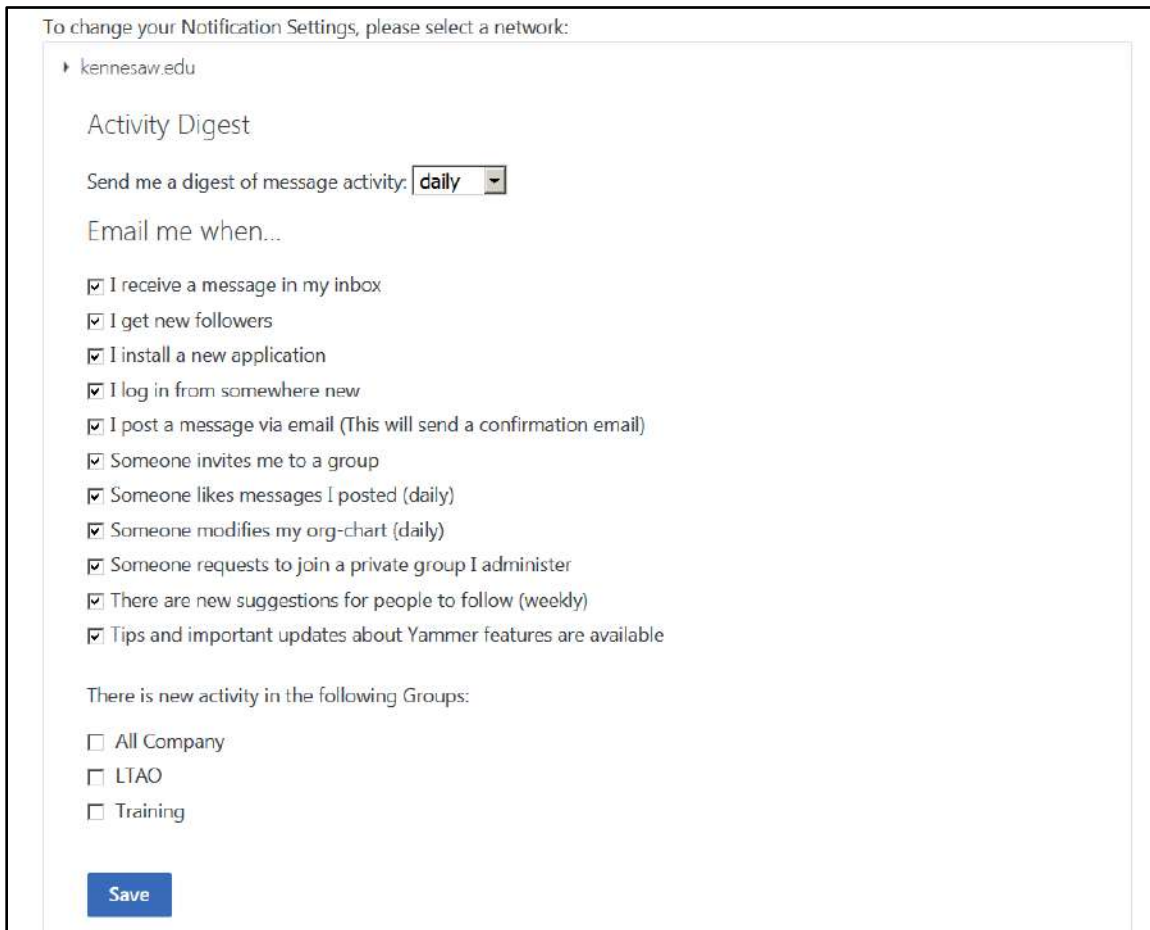


Figure 32 - Notification Settings Window

5. Under *Activity Digest*, click one of three options:
- never**: Do not receive a digest of message activity.
 - daily**: Receive a daily digest report of activity.
 - weekly**: Receive a weekly report of activity.



Figure 33 - Activity Digest Options

- Under *Email me when...*, **uncheck** the items for which you do not want to receive email notifications.

Email me when...

- I receive a message in my inbox
- I get new followers
- I install a new application
- I log in from somewhere new
- I post a message via email (This will send a confirmation email)
- Someone invites me to a group
- Someone likes messages I posted (daily)
- Someone modifies my org-chart (daily)
- Someone requests to join a private group I administer
- There are new suggestions for people to follow (weekly)
- Tips and important updates about Yammer features are available

Figure 34 - Email Notification Preferences

Note: This will prevent Yammer from sending you an email every time a condition is met (e.g. you receive a message in your inbox). Some choices will indicate if updates occur daily or weekly.

- If you want to receive email notifications for new activity within groups, under *There is new activity in the following Groups*, check the **box** for the desire group(s).
- Click **Save**.

There is new activity in the following Groups:

- All Company
- LTAO

Save

Figure 35 - Save Notification Settings

Follow or Stop Following

When you follow a person or conversation, you will see messages related to that person or conversation posted to *Yammer* in your feed. If something disinterests you later on, you can simply stop following the person or conversation.

Following People

To follow a particular person:

1. In the message thread, to right of the person's name, click **Follow**.

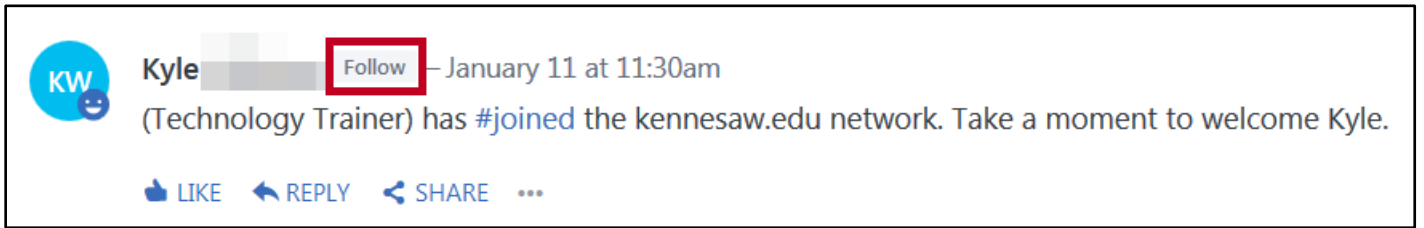


Figure 36 - Follow a Person

2. A confirmation message appears at the top of your feed.

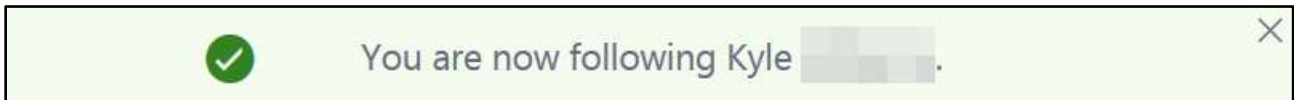


Figure 37 - Following a Person

Following Conversations

To follow a conversation:

1. In the message thread, click the **ellipses**.
2. From the drop-down menu, click **Follow in Inbox**.

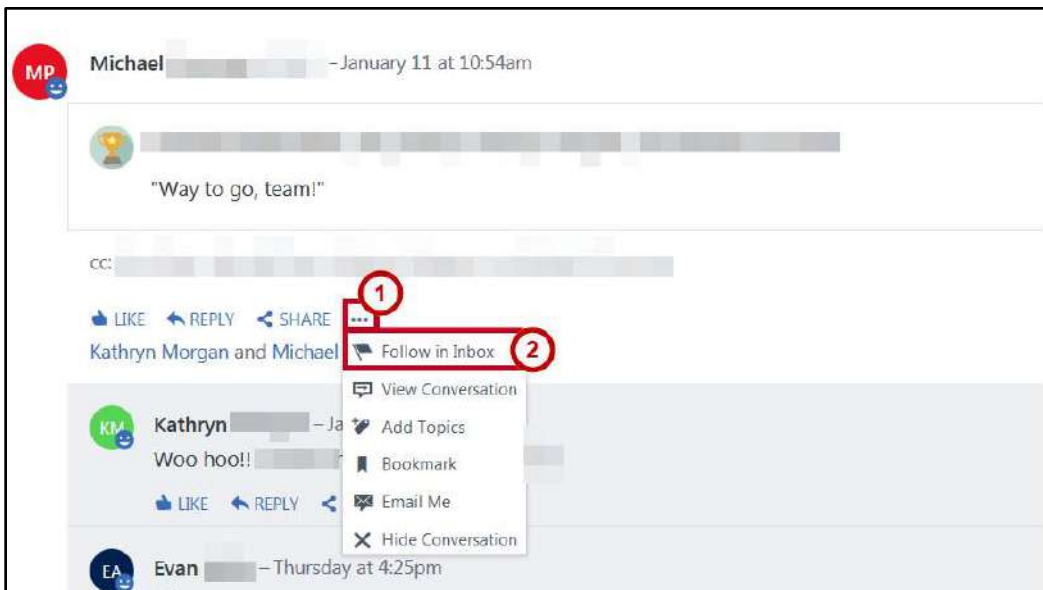


Figure 38 - Follow a Conversation

3. A confirmation message appears at the top of your screen.



Figure 39 - Following a Conversation

4. When new messages are posted to this conversation, you will receive a notification in your inbox.

Stop Following

Stop Following People

To stop following a person:

1. Hover over the person's **name** in the conversation thread. A pop-up window will appear with additional information and show that you are currently following this person.

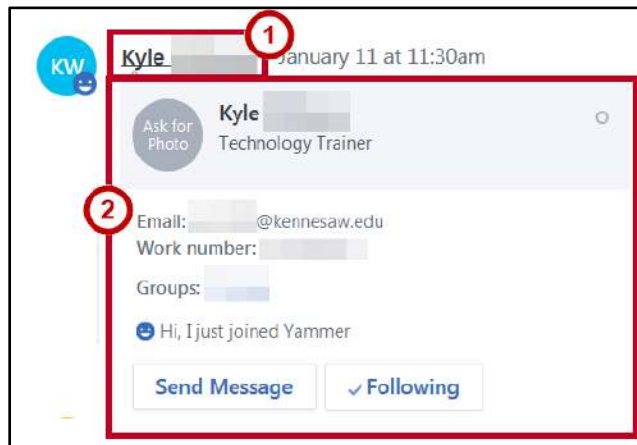


Figure 40 - Following

2. Hover over the *Following* button. When the button changes to *Unfollow*, click the **Unfollow** button.

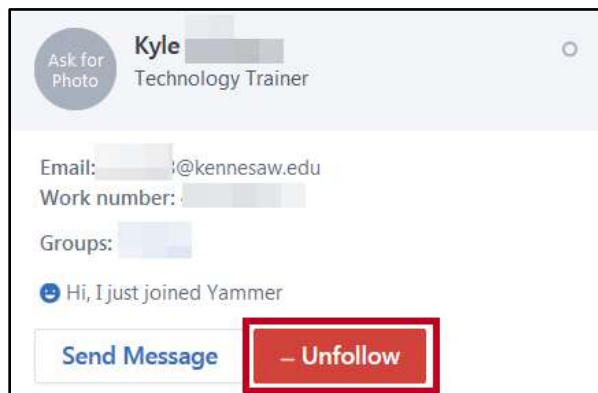


Figure 41 - Unfollow

Stop Following Conversations

To stop following a conversation:

1. In the message thread, click the **ellipses** (See Figure 42).
2. From the drop-down menu, click **Stop Following** (See Figure 42).

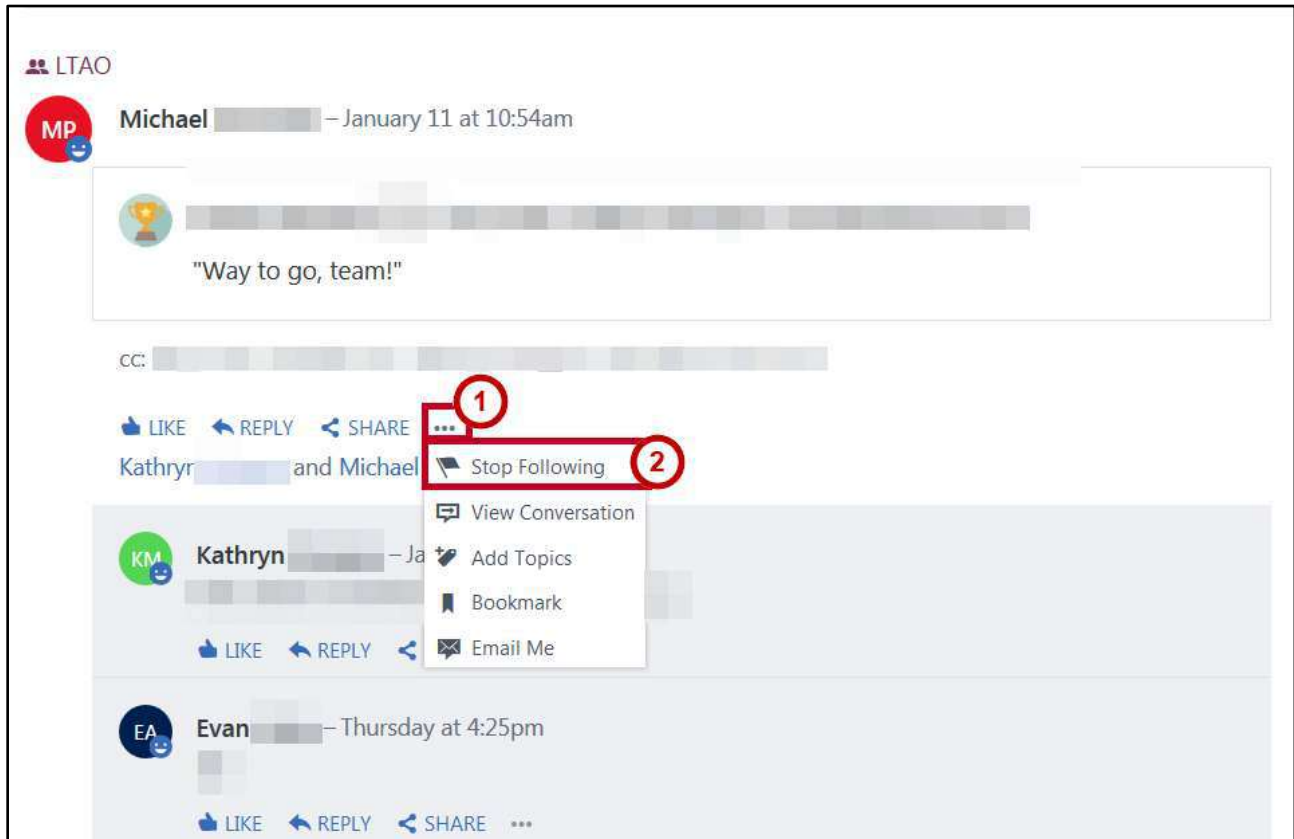


Figure 42 - Stop Following

3. A confirmation message appears to notify you that you will no longer receive notifications when new comments are made to the conversation.



Uploading Files

You can upload files to any conversation post, message, or note in Yammer. To upload a file, follow the steps below:

1. From within the group, at the top of the conversation page, add a description to accompany the file you are attaching to the conversation (See Figure 43).
2. Click the **Add Files** button (See Figure 43).

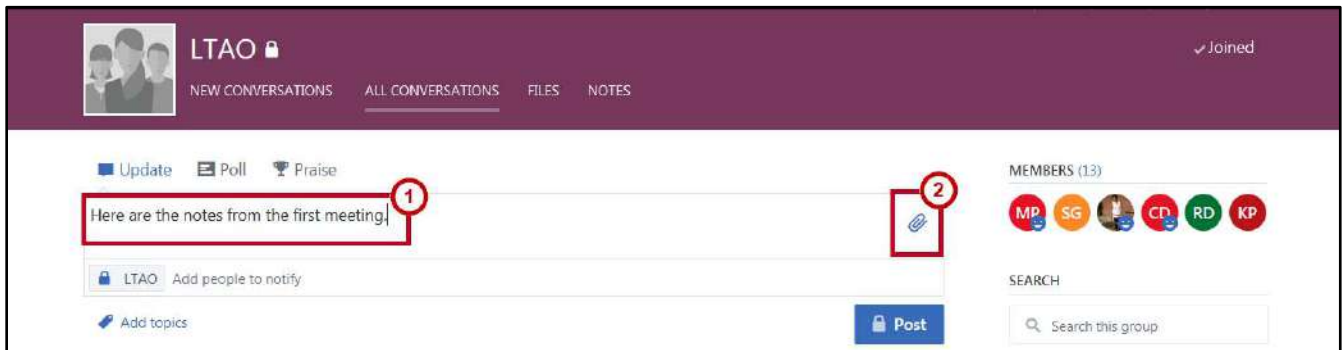


Figure 43 - Click Add Files

3. From the drop-down, click **Upload a file from your computer**.

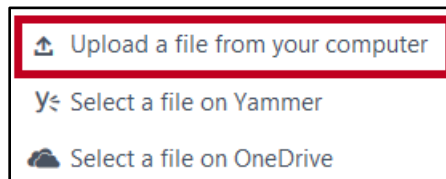


Figure 44 - Click Upload

4. A *File Explorer* window opens. Click the **file** you want to upload from your computer.

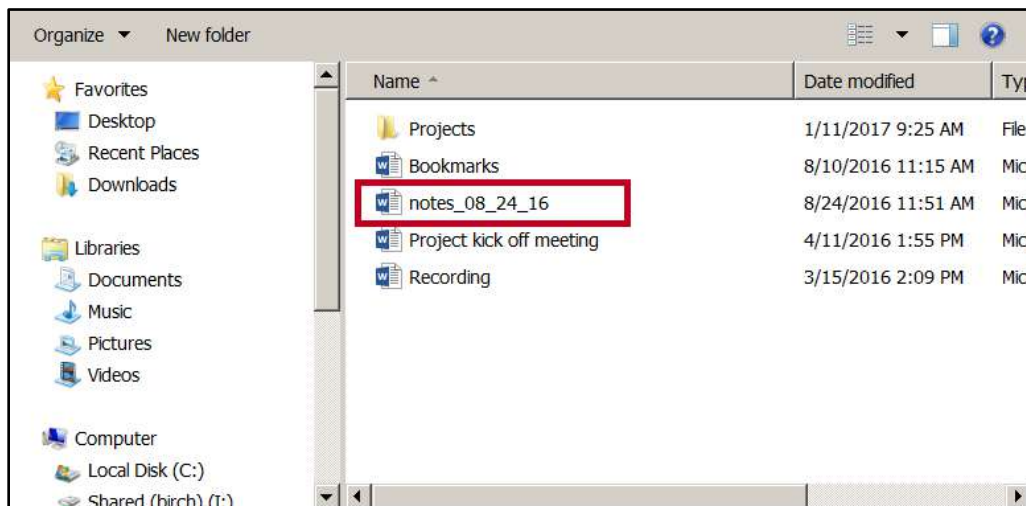


Figure 45 - Click the File to Upload

5. The file will be attached to the post along with your description. Click **Post**.

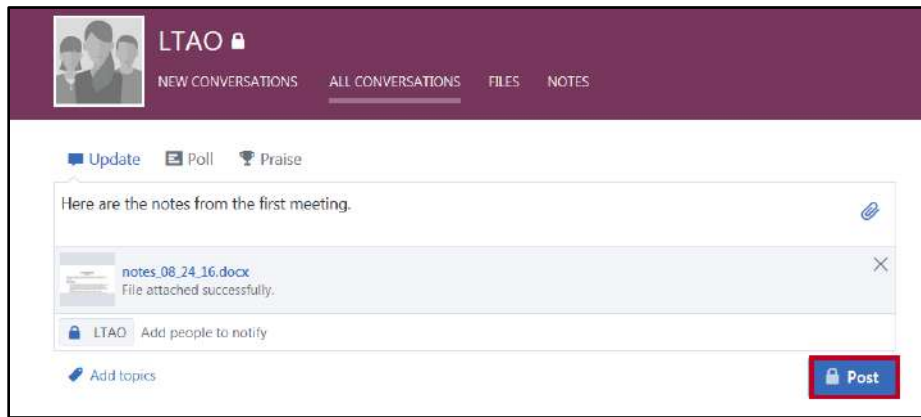


Figure 46 - Click Post

6. The document will be attached to the post.

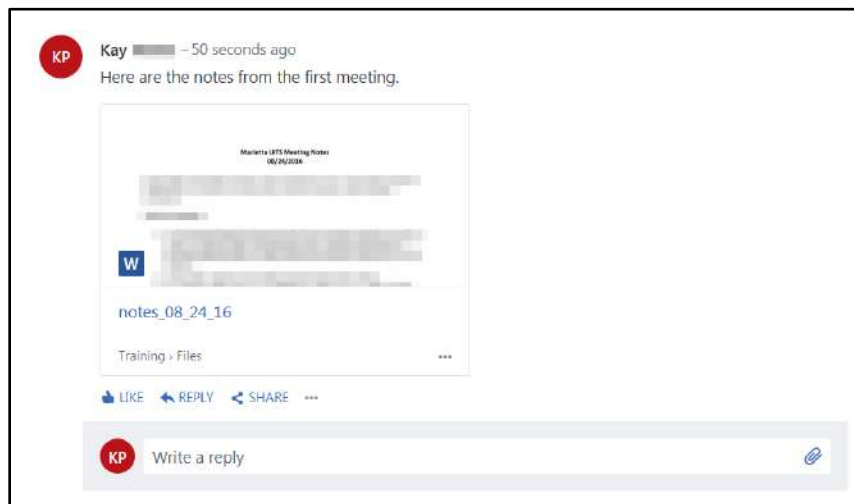


Figure 47 - Attaching a File to a Post

7. Group members will be able to preview the file in the conversation, or click the **file name** to open in the corresponding *Microsoft Online* application.



Figure 48 - Edit Document

Sign Out

To sign out of Yammer:

1. Click on your **Name** (See Figure 49).
2. Click **Sign out** (See Figure 49).



Figure 49 - Sign Out

Additional Help

For additional support, please contact the KSU Service Desk:

KSU Service Desk for Faculty & Staff

- Phone: 470-578-6999
- Email: service@kennesaw.edu
- Website: <http://uits.kennesaw.edu>