

CHAPTER 1

InFocus

GETTING STARTED WITH YAMMER

Yammer is a social network designed to be used within organisations. You can use Yammer to communicate with other people in your organisation, collaborate with colleagues, share files, and more. Yammer is included in Office 365 business subscriptions and can be accessed through the Office 365 app launcher.

In this session you will:

- ✓ gain an understanding of what **Yammer** is and what it is used for
- ✓ learn how to open **Yammer** from **Office 365**
- ✓ gain an understanding of the **Yammer** home page
- ✓ gain an understanding of the home feed
- ✓ gain an understanding of the **Navigation** pane
- ✓ learn how to navigate **Yammer**
- ✓ learn how to use the **Search** bar
- ✓ gain an understanding of **Yammer** profiles
- ✓ learn how to edit your profile
- ✓ gain an understanding of the people directory
- ✓ gain an understanding of the **Apps** page
- ✓ gain an understanding of **Yammer** keyboard shortcuts
- ✓ learn how to access help.

WHAT IS YAMMER?

Yammer was originally created as an internal communication system for organisations. It still is a social network service that provides organisations with the means to communicate

with members of their organisation, however it also provides the ability to create external networks so that you can communicate with people who are not part of your organisation, such as suppliers.

What Is Yammer?

Yammer became available in 2008 and has been dubbed by some as the “Facebook for business”. It is a microblogging platform that you can use to connect with other people within your organisation, share files and information and more. Unlike regular social media platforms, users are identified by their internet domain so only people with the approved email address (such as your work email address) can join the network. The purpose of Yammer is to make your work life easier and to grow connections and collaborate. Rather than having to organise physical meetings or have lengthy email conversations, Yammer allows you to get tasks done quickly, easily and without having to be physically present. For example, you can post work announcements and events, provide and receive input and feedback, share files and much more. Yammer provides users with a number of features such as **Suggested Groups**, **Suggested People**, **Networks**, and **Newsfeed** that you may have become familiar with when using other Office 365 apps.

Groups

Groups are an integral part of Yammer. By default, users are part of the **All Company** group, but you can create and/or join other groups as well. Users can join any public group, but you can only join a private group upon invitation. Groups can be used for a number of tasks; for example, groups are an excellent way to manage a project or coordinate with other people in your department. You could create a group for a specific project, and members of the group can update members with their tasks, share files related to the project and more. Posts that are created in groups in which you are a member will appear in your home feed.

Interacting with others

Yammer provides you with a number of options for interacting with others. You can post content, follow someone to see their posts, reply to a conversation, ‘like’ someone’s post and take part in private conversations.

You can post many different kinds of content on Yammer. You could ask a question, share an article or file or even praise a colleague. You can attach a file to a post so that others can view and edit the file. If you want to ensure a particular person will see your post, you can mention them by using the @ symbol before their name in the post. The person will then receive a notification that you have mentioned them in a post. Their name appears within the post as a hyperlink that you can point to in order to see additional information or click on to see that person’s public conversations, files, images and videos. You can follow people to ensure that you see their posts in your home feed.

OPENING YAMMER FROM OFFICE 365

Yammer can be accessed either from the **app launcher** in Office 365 or from the Yammer website. When you access Yammer from Office 365, you will automatically be signed in using

your organisation details and added to your organisation's Yammer network. For the purposes of this manual we will open Yammer from Office 365.

Try This Yourself:

Before starting this exercise, ensure that you are signed in to Office 365...

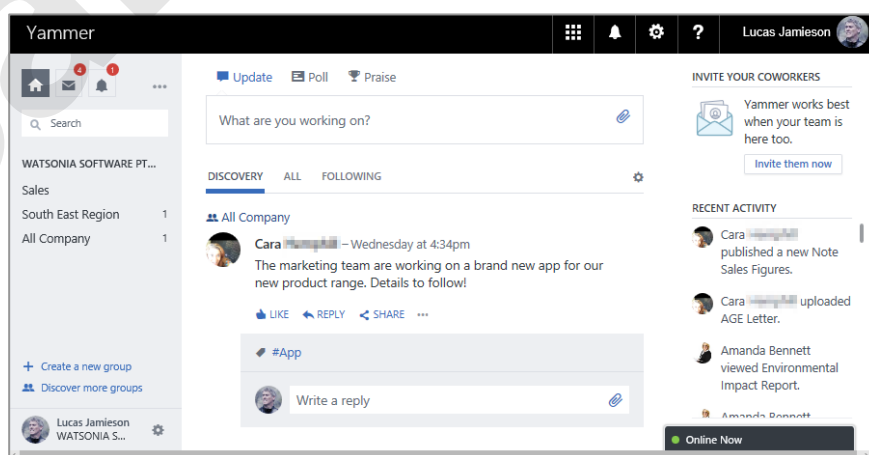
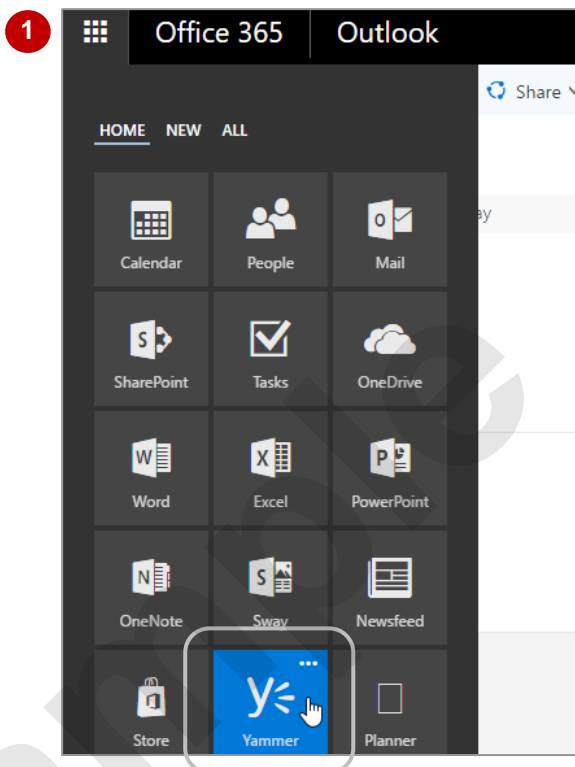
- 1 Click on the **app launcher** in the top left corner of the screen to display all of your Office 365 apps

- 2 Click on **Yammer** to open Yammer

You may be prompted to add your colleagues as contacts. We will do this a little later...

- 3 Click on **close** in the top right corner of the **WHO DO YOU WORK WITH?** pane to close the pane without adding any contacts

You are now signed in to Yammer with the Home screen displayed



For Your Reference...

To **open Yammer** from **Office 365**:

1. Click on the **app launcher**
2. Click on **Yammer**

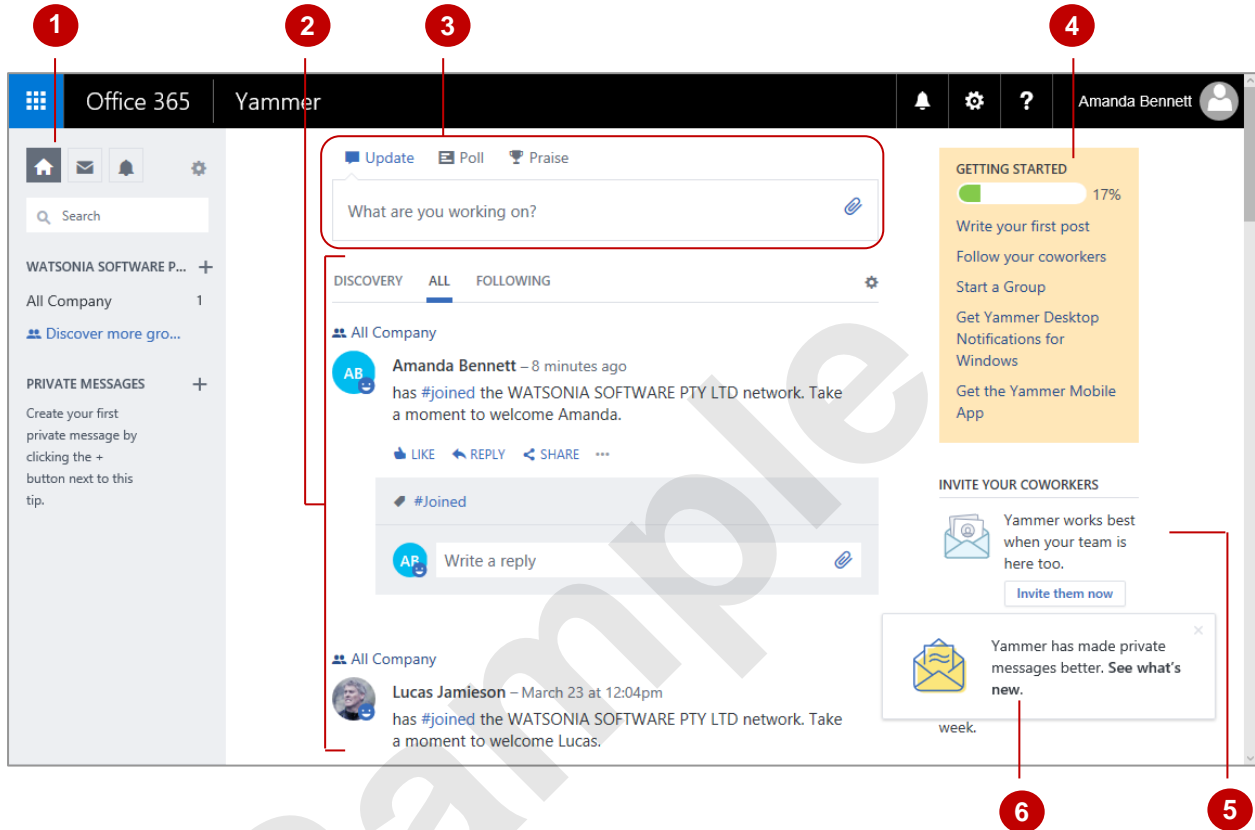
Handy to Know...

- The Yammer home page may look different depending on which browser you are using.

THE YAMMER HOME PAGE

When you open Yammer, the **home page** is displayed by default. From here you can view any updates from people in your organisation or groups of which you are a member, post an

update of your own, and access many of the other features of Yammer.

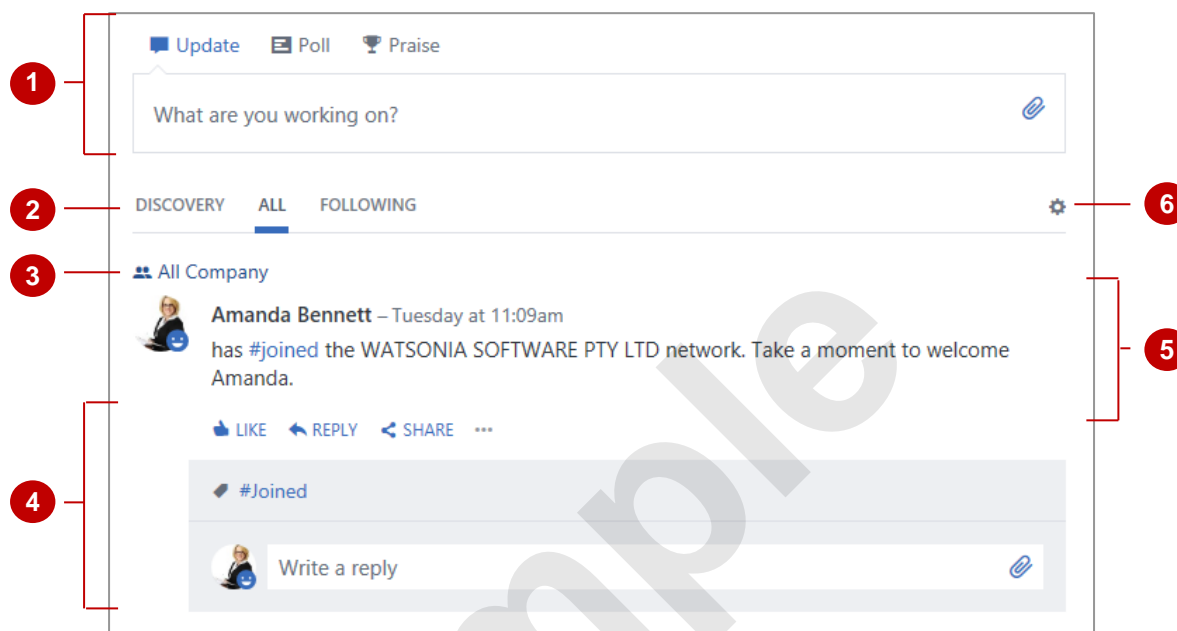


- 1 The **navigation pane** provides tools for easy navigation. Using this pane, you can access all of the areas of Yammer you would like to utilise such as your **inbox**, **settings**, **notifications** and more.
- 2 The main part of the page displays your **home feed**, where you can view posts from around your network with the most recently active posts at the top. The three tabs across the top of the feed specify what kinds of posts will be displayed in the feed. If **DISCOVERY** is selected, Yammer will curate a selection of posts from around your network that it thinks you might be interested in based on how you use Yammer. If **ALL** is selected, all of the posts in your network will be displayed; this can be confusing if you are a member of a large network. If **FOLLOWING** is selected, your feed will display posts from people you follow as well as posts that have been made in groups that you are a member of.
- 3 The top of the middle pane provides you with the necessary tools to post content. Specify the kind of content you want to post by selecting an option above the text box. You can choose **Update** if you are writing a general post, **Poll** if you want to poll members of a group or **Praise** if you want to praise a member of the group. Click on the **Attach** icon to attach files. Type a message in the text box, then click on **[Post]** to post.
- 4 The home screen displays links under **Getting Started** to features you will need to understand in order to use Yammer to its full extent. Once you have either clicked on all the links or have used the features and functions, these links will disappear.
- 5 Click on **[Invite them now]** to invite colleagues to Yammer. You can either import contacts from your address book or rely on the generated list of contacts within your organisation.
- 6 When you first open Yammer, updates may appear in the bottom right corner of the screen. You can click on the link to see what's new.

UNDERSTANDING THE HOME FEED

The **home feed** is the list of information displayed in the middle of your Yammer home page. This information is displayed in **posts**. You can create your own posts, view posts that other

people in your network have made, and interact with posts by **liking** them or **commenting** on them. A post with multiple comments is known as a **conversation** or a **thread**.

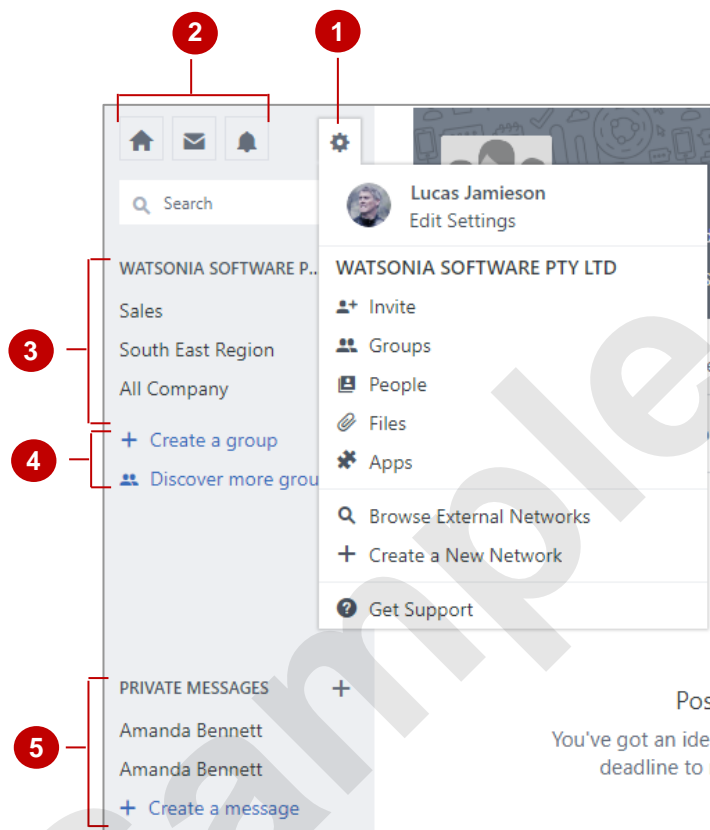


- 1 This area is where you can create your own post. The **Update** option is selected by default; simply click in the box and type your update (for example, you might like to post about what you're currently working on, or ask a question that anyone can answer). Click on **Poll** to create a poll, or click on **Praise** to create a post praising a colleague. You can also upload files to the feed and post about them.
- 2 The option selected here specifies which posts will be displayed in the feed. **ALL** is selected by default – this displays all posts in your network. The more people there are in your network, the more posts there will be in the feed and the more quickly the feed will move. If you click on **DISCOVERY** you will see posts that Yammer thinks you will be interested in based on your Yammer activity; for example, if you frequently comment on a particular person's posts, their posts might appear in your **DISCOVERY** feed. If you click on **FOLLOWING** you will only see posts from people you follow or about topics that you follow, or posts that people make to groups of which you are a member.
- 3 Above each post in the feed is a label indicating which group the message was posted in. In the example above, the post was posted to the **All Company** group and is visible to everyone in the company (as everyone in the company is a member of this group).
- 4 You can use these options to respond to the post. Click on **LIKE** to "like" the post – this can be to show the person who made the post that you're interested in the content, or simply to let the person know that you've seen it if it is relevant to you. Click on **REPLY**, or click in the **Write a reply** box, to write a reply to the post. Click on **SHARE** to share the post to a group of which you are a member. Click on the ellipsis (...) to view more options, such as options to **Follow** the post, **Bookmark** the post, and so on.
- 5 The main part of a post will display the name of the person who made the post and their profile picture, the day and time the post was made, and the content of the post itself. The post may also include a **topic**, which will appear as a blue hyperlink with a hash symbol (as with **#joined** in the example above).
- 6 Click on the gear icon and select **Remember my feed selection** to automatically display the feed as **DISCOVERY**, **ALL** or **FOLLOWING** (whichever you have selected) whenever you use Yammer.

THE NAVIGATION PANE

The **navigation** pane is an integral part of working with Yammer. The **navigation** pane allows you to access a range of important features such as creating groups, accessing files

and apps, your inbox, settings, and so on. The appearance of the **navigation** pane may vary depending on which browser you are using; however, the functionality will remain the same.



- 1 Click on **Edit Settings** (the gear icon) to display a menu of options. Using the options on this menu you can edit your Yammer settings, view and edit your profile and access help for using Yammer.
- 2 Click on the **Home** icon to return to your home page from any other page in Yammer. Click on **Inbox** to display your inbox, which contains any private messages you have received as well as some of your notifications. Click on **Notifications** to see any notifications you have received that do not go to your inbox by default.
- 3 This section of the navigation pane displays a list of the groups of which you are a member. Click on a group to display the home page for that group.
- 4 Click on **Create a new group** to display the **Create a new group** window, where you can create a new public or private group and add members to it. Click on **Discover more groups** to display the **Discover Groups** page, which displays all groups currently in your network. You can join groups that are public.
- 5 Click on **PRIVATE MESSAGES** to display your private inbox. The names of people who you have received private messages from appear beneath **PRIVATE MESSAGES**. For instance, in the example above we have two unread messages from **Amanda Bennett** and so **Amanda Bennet** appears underneath **PRIVATE MESSAGES**. To create a new message, click on the **Create a message** icon (the plus icon) located to the right of **PRIVATE MESSAGES** or the **Create a message** icon located below **PRIVATE MESSAGES**.

NAVIGATING YAMMER

Many of the tasks that you perform in Yammer can be completed either directly from the home page, or within one or two steps of the home page. For example, from the home page you can

access your private messages, notifications, groups, and so on. You can also view your profile as well as the profiles of other people within your organisation.

Try This Yourself:

Before starting this exercise, ensure you are signed in to Yammer and the home page is displayed...

- 1 Click on **Inbox** in the navigation pane as shown to display your Yammer inbox

Here you can access your private messages as well as see what posts have been made in groups of which you are a member...

- 2 Click on **Notifications** in the navigation pane to display the **NOTIFICATIONS** pane

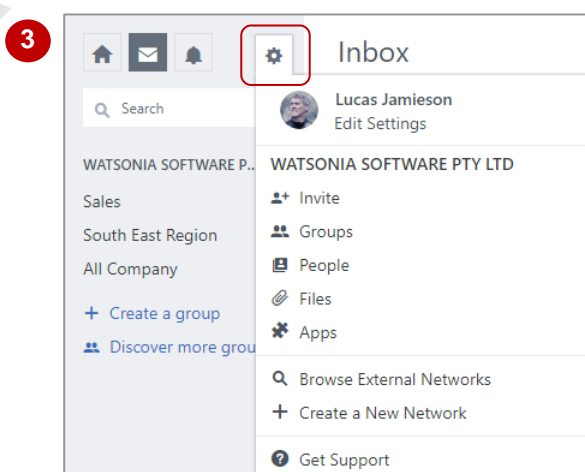
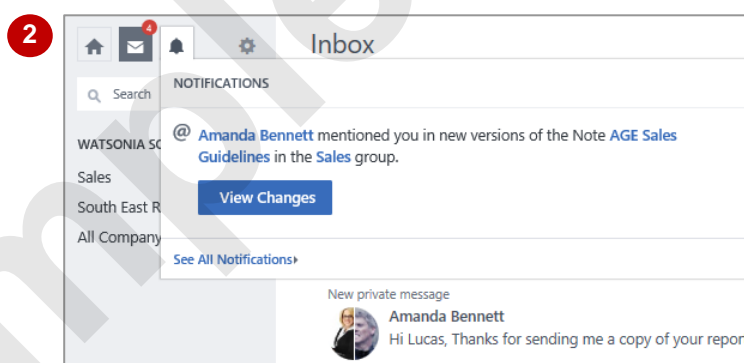
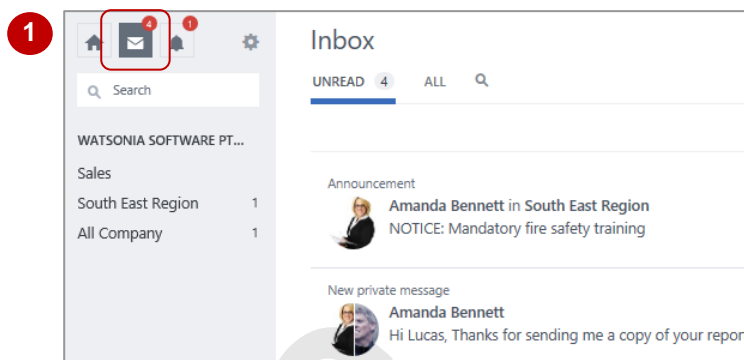
Here you can see notifications such as when someone "likes" or comments on one of your posts...

- 3 Click away from the **NOTIFICATIONS** pane to close it, then click on **Settings** in the navigation pane to display a menu of options

- 4 Click on your profile picture at the bottom of the navigation pane to close the **More** menu and view your profile

We will look at the profile in more detail later on...

- 5 Click on **Home** in the navigation pane to return to the home page



For Your Reference...

To **navigate Yammer**:

- Click on **Inbox** in the navigation pane to display your inbox
- Click on **Notifications** in the navigation pane to display your notifications
- Click on **Settings** in the navigation pane to display options for working with Yammer

Handy to Know...

- Depending on which browser you are using, you may not have a **Settings and More** option at the top of the navigation pane. If this is the case, you will find options for viewing your profile and settings at the bottom of the navigation pane.

USING THE SEARCH BAR

The **Search** bar feature in Yammer is a handy way of looking up information quickly. For instance, you may recall a conversation you had with a colleague where they mentioned an

important piece of information but you can't find the conversation. You can use the **Search** bar to locate the conversation and the information you need.

Try This Yourself:

Before starting this exercise, ensure you are signed in to Yammer and the home page is displayed...

1 In the navigation pane, click in the **Search** bar

2 Type the name of someone in your network

We have typed Amanda...

3 Click on the result to display the colleague's information

4 Repeat steps **1** and **2**

5 Click on **See all search results** to display the **Search Results** page

6 Click on the **USERS** tab to display users with that name

1 In the navigation pane, click in the **Search** bar

2 Type the name of someone in your network

3 Click on the result to display the colleague's information

4 Repeat steps **1** and **2**

5 Click on **See all search results** to display the **Search Results** page

6 Click on the **USERS** tab to display users with that name

For Your Reference...

To **use** the **search bar**:

1. In the navigation pane, click in the **Search** bar
2. Type a search term, then click on a result

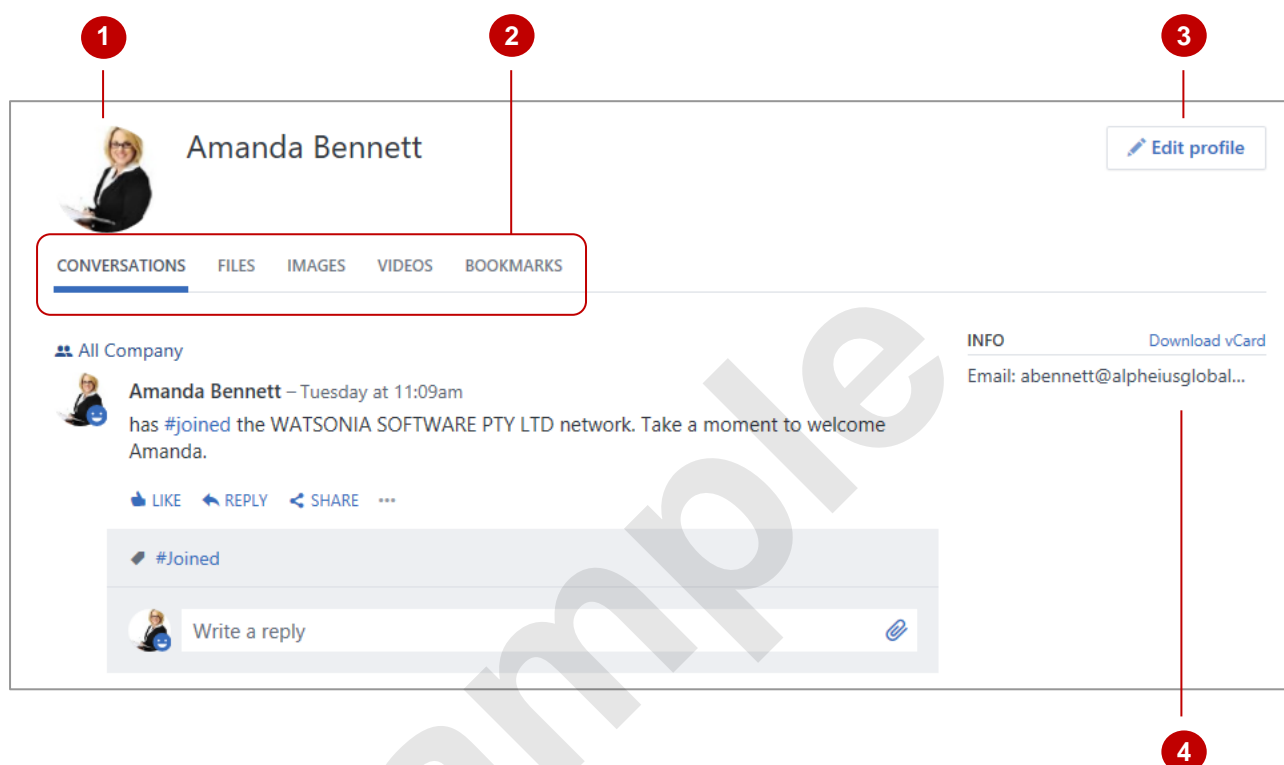
Handy to Know...

- To use the advanced search feature in Yammer, ensure the **Search Results** page is displayed, under **ADVANCED SEARCH** type in the term you are looking for, where you want to look for the term (e.g Inbox, feed etc.) and the dates, then click on **[Search]**.

YOUR PROFILE

Your Yammer profile is where your colleagues can view information about you. Your profile displays posts you have made and conversations you have participated in, as well as any personal

or professional information you have chosen to share. From your profile you can also view files, images and videos you have uploaded.



- 1 Click on your profile picture to view it at full size in a separate window.
- 2 The tab that is selected here specifies what will be displayed in the feed below. Click on the **CONVERSATIONS** tab to display posts that you have made or participated in; click on the **FILES**, **IMAGES** or **VIDEOS** tab to display a list of files, images or videos that you have uploaded to Yammer; or click on **BOOKMARKS** to display any messages that you have bookmarked. If you view somebody else's profile you will not be able to view their bookmarks.
- 3 Click on **[Edit profile]** to display options for editing your profile.
- 4 Under **INFO** you can see any information that you have chosen to share, such as your department, your location, your birthday, and your email address. Click on **Download vCard** to download a digital contact card containing the information. This is handy when you wish to save a colleague's information (for example, to your Outlook or Office 365 contacts) so that you can easily contact them outside of Yammer.

EDITING YOUR PROFILE

You can edit your Yammer profile to include a range of personal and professional information. For example, you can choose to include your job title and department so your colleagues can

easily find you if they need your skills for a task. It is particularly helpful to share professional information in larger organisations where not everyone knows each other.

Try This Yourself:

Before starting this exercise, ensure you are signed in to Yammer and the home page is displayed...

- 1 Click **Settings** at the top of the navigation pane, then click on your profile picture to display your profile

- 2 Click on **[Edit profile]** to display the options for editing your profile

- 3 Add any information you would like to include in your profile

Ensure you scroll down and view all of the available categories...

- 4 Click on **[Save]** at the bottom of the page to save your changes

- 5 Repeat step 1 to view your updated profile

2

Profile


PROFILE ORG CHART NETWORKS ACCOUNT ACTIVITY MY APPLICATIONS NOTIFICATIONS

Basics

First name

Last name

Email

Photo 

3

Info

About me


Job title

Department

Location

Birthday

5



Amanda Bennett

Regional Sales Manager

Edit profile

CONVERSATIONS FILES IMAGES VIDEOS BOOKMARKS

All Company

Amanda Bennett – Tuesday at 11:09am

has #joined the WATSONIA SOFTWARE PTY LTD network. Take a moment to welcome Amanda.

LIKE

REPLY

SHARE

...

#Joined

Write a reply

INFO

Download vCard

Department: Sales

Location: Melbourne

Email: abennett@alpheiusglobal...

For Your Reference...

To **edit** your **profile**:

1. Click on **Settings** in the navigation pane, then click on your profile picture
2. Click on **[Edit profile]**
3. Add or delete information as required, then click on **[Save]**

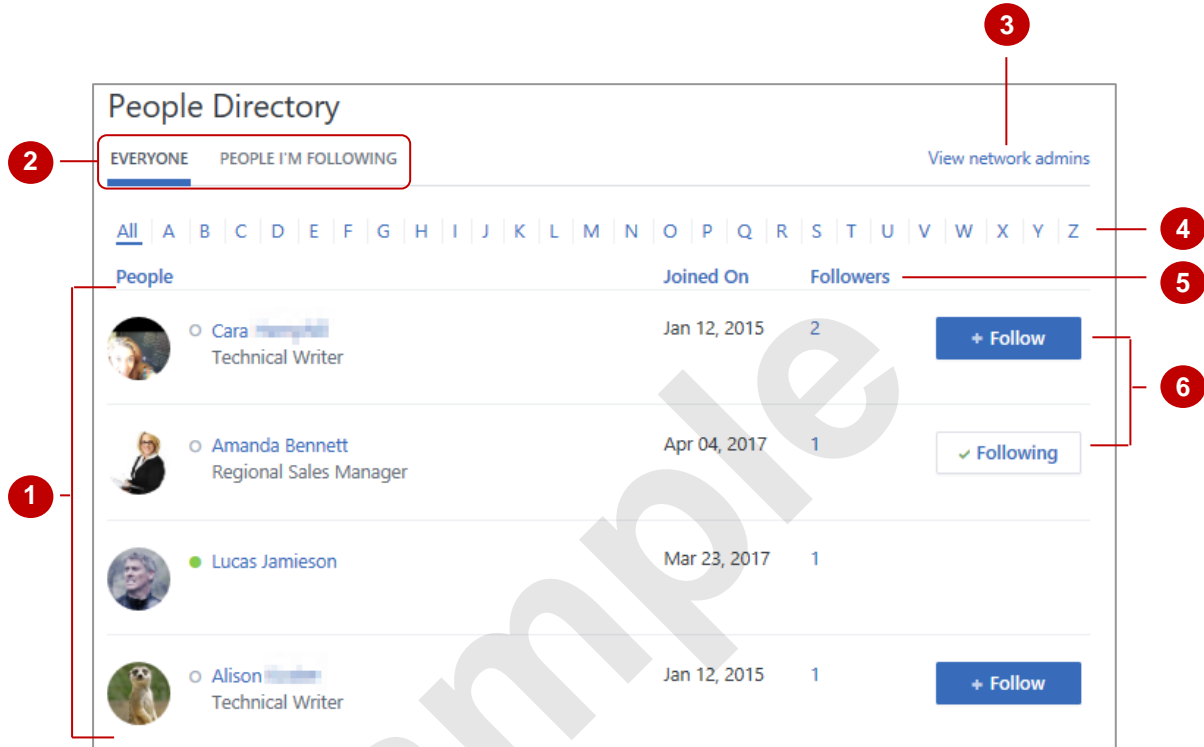
Handy to Know...

- Your profile picture will be the same as your Office 365 profile picture by default. You can change it by clicking on **[Browse]** in the profile editing page.

UNDERSTANDING THE PEOPLE DIRECTORY

If you want to find a person within your network, the easiest way to do so is to click on **Settings** in the navigation pane and select **People** to display the **People Directory**. This is similar to a

contacts list on your mobile phone. Using the people directory, you can quickly send private messages or follow people.

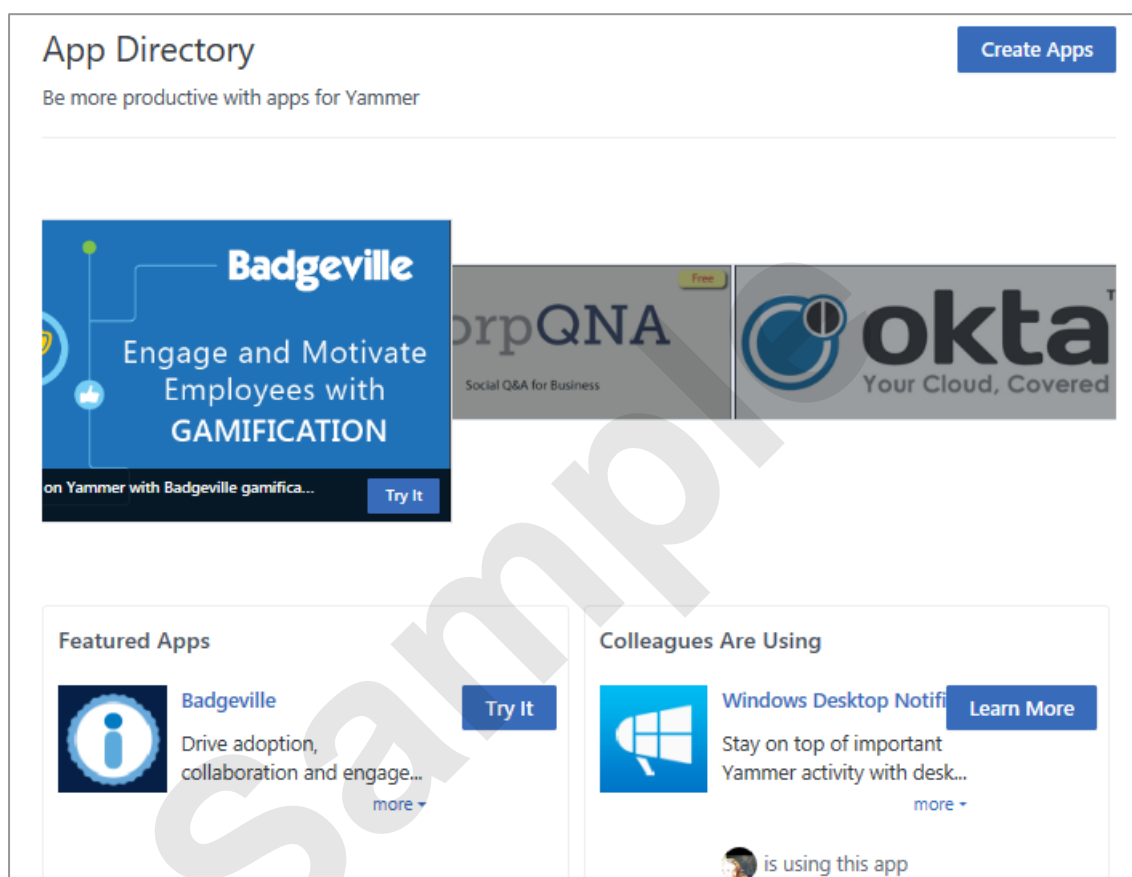


- 1 Point to a name in the list to display a flyout pane displaying that person's email address and a list of the groups they are a member of. You can also use this pane to send that person a private message by clicking on **[Send Message]**, or you can choose to follow them by clicking on **[Follow]**. Click on a name in the list to display that person's Yammer profile.
- 2 The **EVERYONE** tab is selected by default. This view displays all of the people within your network. Click on **PEOPLE I'M FOLLOWING** to display only the people within your network that you are following.
- 3 Click on **View network admins** to display a list of the network admins. These are the people who have the power to delete content, remove members, configure security settings and so on. From this page, you can view the admins email addresses and choose to follow them.
- 4 Click on a letter to display members of your network with a first name that begins with that letter. Click on **All** to display all members of your network.
- 5 By default, all categories are sorted from low to high; however, you can click on a section header to change the sort method direction. For example, if you click on **Joined on**, the list will be sorted from the most recent until the least recent. Simply click on the header again to change the sorting method back.
- 6 Click on **[Follow]** to follow that person. Point to **[Following]** to display the **[Unfollowing]** button, then click on it to stop following someone.

UNDERSTANDING THE APP DIRECTORY

You can use the **App Directory** in Yammer to access and download apps that may help you with your efficiency and productivity in Yammer. You can even choose to create your own. To

access the **App Directory** page, simply click on **Settings** in the navigation pane and select **Apps**.



The Apps Page

You can download all sorts of different apps that have varying purposes and functionality. For example, you could choose to download the **sched.d** app which allows you to create and share events, or you could download the **Windows Desktop Notifier** app which allows you to control your Yammer notifications from the desktop.

If you scroll down the **App Directory** page, you will notice there are several categories of apps. You can view **Featured Apps**, or the apps others in your network are using under **Colleagues Are Using**, or scroll down further to view the apps you have already installed under **My Apps**. Alternatively, you can choose to view all of the available apps under **All Apps**. Under **All Apps**, all of the available apps for the Office 365 suite will be displayed and some of them are not compatible with Yammer. To display all of the apps that you can use specifically in Yammer, click on the **YAMMER** tab under **All Apps**.

To start using an app in Yammer, navigate to the app you require, then click on **[Try It]**. Follow the prompts to download the app to your Yammer account. Once the app is downloaded you can start using it. Most apps available in Yammer have been created by third-party developers (i.e. not by Microsoft or the Yammer team).