



ESRI COMMUNITY USER GROUP GUIDE

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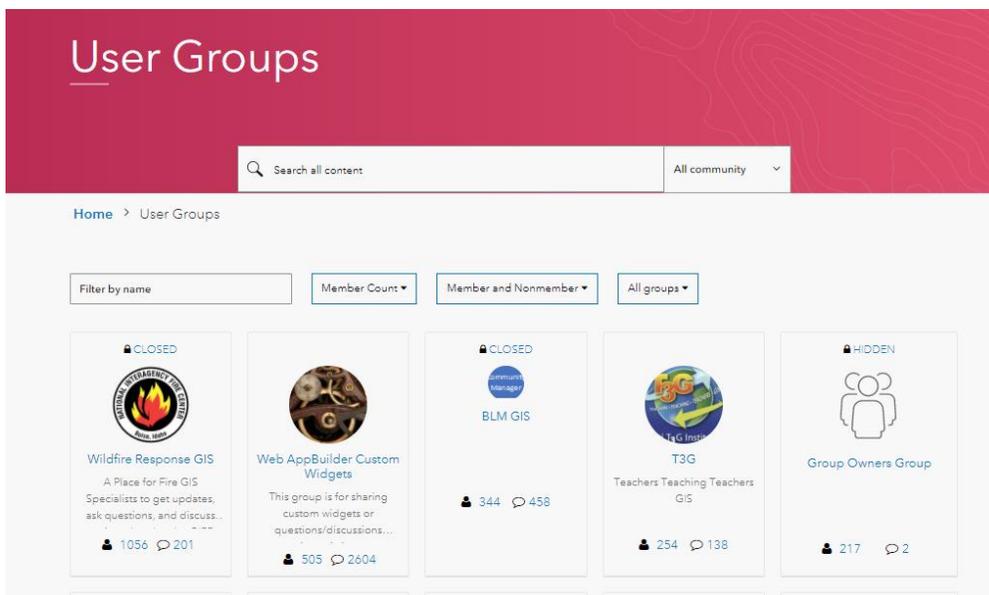
About User Groups

User Groups deliver an enhanced experience for Community members to engage around a common theme or purpose. Each group has its own set of content boards (question, blog, documents, events and idea exchange) to organize content and communication. User groups can be used for everything from special interests within the community to focus groups and more.

There are three types of user groups:

- **open** to anyone in the Community
- **closed** (requiring an invite or a request to join)
- **hidden** (invisible to the public and accessible by invitation only)

To discover and browse groups find the [User Group Landing Page](#) from the main navigation, All Communities, User Groups.



User Group Member Roles

There are four member roles in a group: **Owner**, **Curator**, **Inviter**, and **Member**. The group owner can change a member's role.

<p>An Owner can:</p> <ul style="list-style-type: none"> • Modify group hub settings • Invite users • Approve or deny requests to join • Assign and change member roles • Manage all content and float posts* • Perform all Member actions 	<p>A Curator can:</p> <ul style="list-style-type: none"> • Manage all content and float posts* • Invite members • Perform all Member actions
<p>An Inviter can:</p> <ul style="list-style-type: none"> • Invite users • Perform all Member actions 	<p>A Member can:</p> <ul style="list-style-type: none"> • Create content • Reply to content • Edit their own content • Delete their own content • Tag content • Label content

*Manage Content and Float Posts includes:

- Edit Post (in edit mode, a curator can update the labels and tags associated with the post)
- Mark accepted solutions on any post
- View Edit History for all posts
- Delete post and replies
- Block new replies
- Float topic for all users (pin a post to the top of the board page)

Pre-requisite to Joining a Group

Before a community member can join a group or receive an invitation to a group, the member must have **private messages enabled** (these are enabled by default for all active users*, but a member can manually override this feature).

The community member receiving the invitation and receiving the approval notification must explicitly opt-in to receive private messages in **My Settings > Preferences > Private Messenger** and the user must have a verified email address.

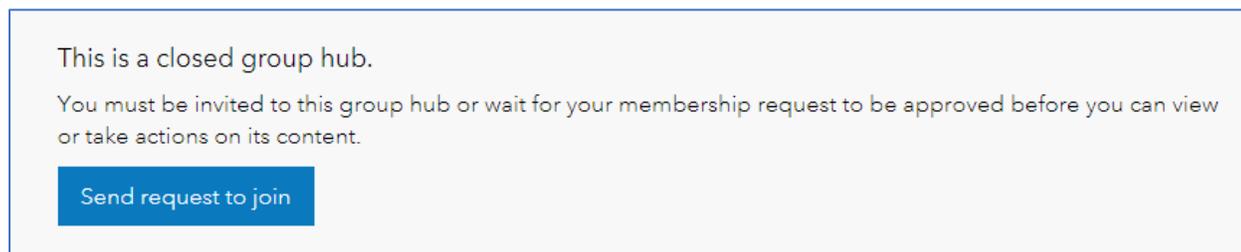
**an active user community member is one who has taken at least one action in the community, posted a comment, given a kudo.*

Joining a Group

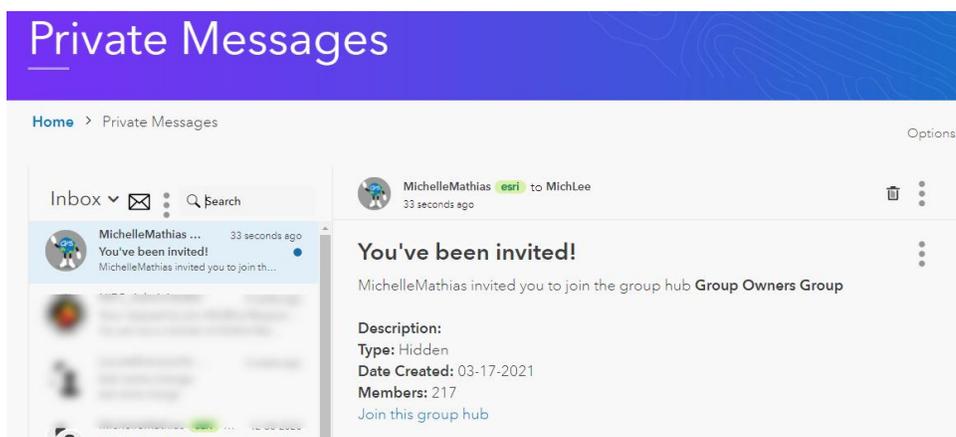
For open groups, a user can request to join a group using the button at the top of the group page. By joining a group, you are automatically subscribed to that group.



For closed groups, a user will request access to join a group through a request, which will be sent via private message to the group owner. Once approved the member will receive a private message indicating their change in status.



For hidden groups, the group owner will send an invite, which the community member will receive in their private message inbox. In the message there will be the option to accept the invite and join the group.



Group Overview Page Layout

The screenshot shows the user interface for the Roads and Highways User Group (RHUG). At the top, there is a search bar and a dropdown menu for 'This group'. Below this is a 'Home > User Group' breadcrumb and a 'Join Group' button. A callout points to the 'Join Group' button, stating 'click to become a member of the group'. The main heading is 'Welcome to the Roads and Highways User Group', followed by a welcome message. A callout points to this message, stating 'Welcome Message shares the group purpose'. To the right, there is a 'Group Information' section with a 'Community Manager' icon and a callout stating 'Group Info displays member stats, owner info'. Below this is a 'Group Activity' section with a 'Most Recent' dropdown and a 'Create A Post' button. A callout points to the 'Create A Post' button, stating 'Click to create a new post or drop down to create a doc or blog'. The activity feed shows two posts by Nathan Easley about ArcGIS patches. A callout points to the activity feed, stating 'Latest activity across all content boards will display here'. To the right of the activity feed is a 'Contents' section with links for Questions (103), Blog (16), and Documents (59). A callout points to this section, stating 'Click on content boards to see more posts'. Below the contents is a 'Members (33)' section with a gear icon and a callout stating 'List of group members'. The members list shows 'bbieb Occasional Contributor' and 'NathanEasley Esri Contributor'.

Collaborating in a Group

- Depending on the boards the group owner has selected, you can post a question, write a blog, create a document.
- To do so you can access one of the specific boards for the group from the Contents menu along the right side
- Or use the Create a Post button at the top of the group activity feed.
- To reply to an existing post, click on that post, at the bottom you can add your reply

Search in Groups

- Like the other places in the community, a user can search specifically within the group or choose to search the broader community from the search bar in the header:



- All users can see content in open groups in community and board-level searches. Open group content is accessible to all.
- Content in closed groups is accessible only to group members.
- Hidden group content is searchable and accessible only by group members. Any relevant results in the community-wide search bar will also surface content inside of groups to users who have permission to access it.
- Open and closed group nodes and child nodes appear in **Places** search results to group members and non-members
- Hidden group nodes appear in Places search results to group members only.

Questions about groups can be posted in [Community Feedback](#) or emailed to esricommunity@esri.com