

Directed Communications Quick Reference Guide

View the complete user guide and additional support material:

- Directed Communications for Healthcare: <https://portal.covisint.com/web/supporthc/dc>
- Directed Communications for Manufacturing: <https://portal.covisint.com/web/supportauto/dc>

Table Of Contents

Roles and Responsibilities	1
All Users (Readers)	3
Accessing Directed Communications	3
Setting Alerts.....	4
Reading a Bulletin	5
Author	6
Composing Bulletins	6
Submitting a Draft Bulletin	12
Viewing the Bulletins Read Audit Report	14
Editor	17
Approving and Rejecting Bulletins	17
Community Admin.....	19
Managing User Roles	19

View the complete user guide and additional support material:

- Directed Communications for Healthcare: <https://portal.covisint.com/web/supporthc/dc>
- Directed Communications for Manufacturing: <https://portal.covisint.com/web/supportauto/dc>

ROLES AND RESPONSIBILITIES

This help product describes the Directed Communications tasks that can be performed by various user roles. You may not be able to perform some of the tasks, depending upon your assigned roles.

- All tasks described in this help selection are role-based.
- **Each role includes Reader role capabilities.** Users with Author, Editor, or Community Admin (administrator) roles can also perform the tasks available for the Reader role, so all users should review the Reader help topics. For example, if you are assigned the role of Editor, you should review the Reader and the Editor help sections.

The following table lists the tasks performed by each user role:

Reader ¹	Author	Editor	Community Admin
<ul style="list-style-type: none">• Access bulletins• Read bulletins• Search for bulletins• Search archives• Manage subscriptions	Reader tasks + <ul style="list-style-type: none">• Compose bulletins• Manage pending bulletins (created by self)• View bulletins read audit reports	Reader tasks + <ul style="list-style-type: none">• Approve/reject bulletins• Bulk approve bulletins• Edit pending bulletins• Manage subscriptions• Retract active bulletins	Reader tasks + <ul style="list-style-type: none">• Manage categories• Manage subcategories• Manage user roles



¹All registered portal users receive "Reader" access to Directed Communications. While "Reader" is not an assignable role, the privileges are described in the above table for informational purposes.

ALL USERS (READERS)

Accessing Directed Communications

1. Navigate to your portal login screen.
2. Enter your *User ID* and *Password*, then click **Login**.
3. Click **Directed Communications** in the top navigation menu. The Directed Communications page displays within your portal window.

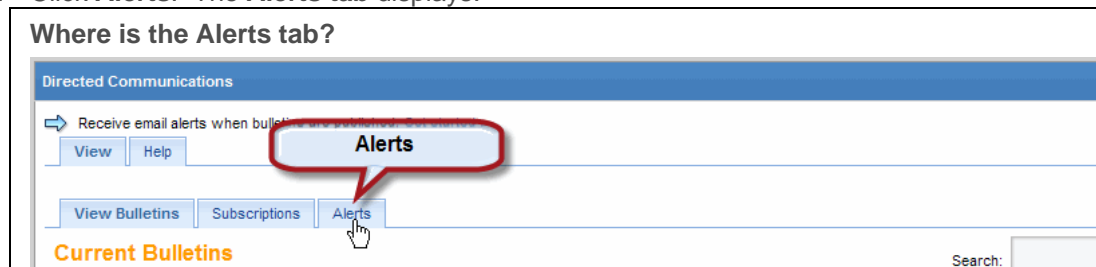
RESULT:

You have successfully logged in to and accessed Directed Communications.

Setting Alerts

You can set alerts for bulletin communications. If you set alerts, you will receive email notifications each time a bulletin is published within a community you selected.

1. Click **Alerts**. The **Alerts** tab displays.



The screenshot shows the 'Email Alerts' configuration page. At the top, there are three tabs: 'View Bulletins', 'Subscriptions', and 'Alerts' (which is selected). Below the tabs, the title 'Email Alerts' is displayed. The main content area has a heading 'Save time by receiving email alerts when new bulletins are published. Check the box next to the community(s) below to receive email alerts.' Below this heading, there are two sections: 'Community:' and 'Email addresses:'. The 'Community:' section has a 'Select all' button and three checkboxes: 'Covisint' (checked), 'Covisint Connect' (checked), and an unchecked checkbox. The 'Email addresses:' section has three text input fields. The first field contains the email address 'john.taylor@compware.com'. Below the input fields, there is a note: 'Note: You will receive an email asking for confirmation for each address entered above.' At the bottom right, there is a 'Save Changes' button.

2. Click **Select all** to enable alerts for all communities, or select the check box of each community for which you want to receive bulletin publication email alerts.
3. In the **Email addresses** text fields, type the email addresses at which you want to receive alerts. You can enter up to three addresses.
4. Click **Save Changes**.



The system will send a confirmation email to each address you entered. You will not receive email alerts at an address until you validate it by opening its confirmation email and completing the enclosed steps.

RESULT:

You have successfully configured email alerts.

Reading a Bulletin

Unread messages are identified with a sealed envelope icon, and bold font. Once read, the envelope icon is 'opened' and the font is no longer bold.

The screenshot shows the 'Current Bulletins' interface. At the top, there are tabs for 'View Bulletins', 'Subscriptions', and 'Alerts'. Below the tabs, the title 'Current Bulletins' is displayed. A search bar is on the right. A table lists bulletins with columns: ID, Status, Subject, From, and Publish Date. The first row (ID 5005141) has a sealed envelope icon and bold text, labeled 'Unread Bulletin'. The second row (ID 5005137) has an open envelope icon and normal text, labeled 'Read Bulletin, with Urgent Status'. The third row (ID 5005138) has a sealed envelope icon and bold text.

ID	Status	Subject	From	Publish Date
5005141		1-10-2011 test 1a	Covisint	February 10, 2011 11:24 AM EST
5005137		1-10-2011 Test 2	Covisint	February 10, 2011 10:41 AM EST
5005138		1-10-2011 test a	Covisint	February 10, 2011 11:21 AM EST

1. Click the **Subject** of the bulletin you want to read. The **Bulletin Details** view displays.

The screenshot shows the 'Bulletin Details' interface. At the top, there are tabs for 'View Bulletins', 'Subscriptions', and 'Alerts'. Below the tabs, the title 'Bulletin Details' is displayed. The page shows various fields for a bulletin, including Community, Message priority, Subject, Message, Attachments, Divisions, Category, Regions, Targeted audience, Effective dates, Contact name, and Contact phone.

Community:	Covisint
Message priority:	Normal
Subject:	Mike Test 1 Normal
Message:	Testing a message with normal priority. This message is for your information. This is added by editor.
Attachments:	MessageAttachmentExample1.pdf 28.2 KB
Divisions:	
Category:	
Regions:	
Targeted audience:	
Effective dates:	02/09/2011 to 02/24/2011
Contact name:	Mike Test
Contact phone:	888-555-1212

2. Read the bulletin. The message of the bulletin is displayed in the Message field. Additional details are also listed.
3. Click **Back** when you have finished reading the bulletin.



Bulletins are displayed by date and priority.

RESULT:

You have successfully read a bulletin.

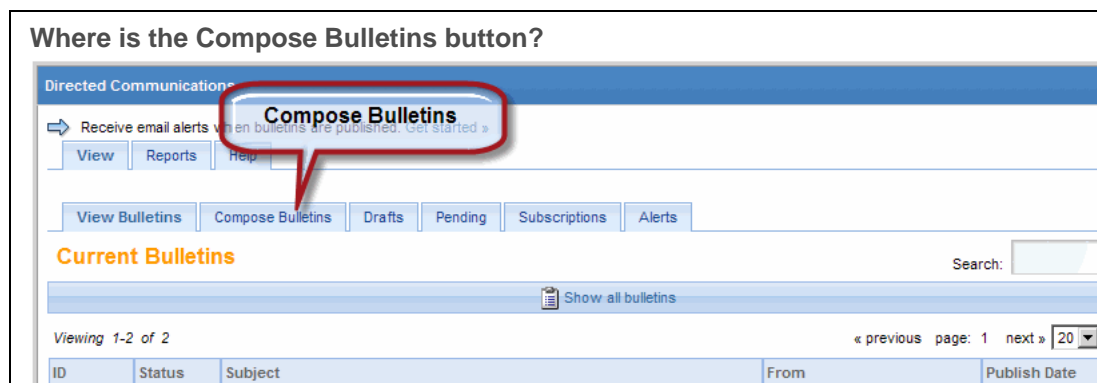
AUTHOR

Composing Bulletins



Important: The process for composing bulletins varies, depending upon your organization's implementation. If the procedure refers to fields or actions that are not supported by your implementation, skip to the next section of the procedure. If you overlook required fields, the system will prompt you to complete them.

1. From the **View** tab, click **Compose Bulletins**. The Compose Bulletin screen displays.



- a. If the system does not populate the Community field, select a community from the drop-down list.

View Bulletins	Compose Bulletins	Drafts	Pending	Subscriptions	Alerts
--------------------------------	-----------------------------------	------------------------	-------------------------	-------------------------------	------------------------

Compose Bulletin


* = required field

'Community:	Your Co.
'Message priority:	<input checked="" type="radio"/> Normal <input type="radio"/>  Urgent
'Language:	English  Add Language
Attachments:	 Attachments...
'Recipients	<input type="radio"/> Community of users This bulletin will be delivered to all users of Chrysler. <input checked="" type="radio"/> Selected Users/groups  This bulletin will be delivered to the users/groups selected  <input type="radio"/> Subscriber users This bulletin will be delivered to users that have subscribed to specific types of bulletins. Select from available subscription categories below:
'Audience:	<input type="checkbox"/> Financial Services users <input type="checkbox"/>  users
'Region:	<input type="checkbox"/> North America <input type="checkbox"/> South America
Targeted audience:	
'Effective dates:	03/17/2011  to 04/01/2011 
'Message "new" period:	<input type="text"/> days
'Contact name:	<input type="text"/>
'Contact phone:	<input type="text"/>
'Publication	<input checked="" type="radio"/> Publish this bulletin to your portal This bulletin will be viewable on your portal <input type="radio"/> Publish to portal with email alert This bulletin will be viewable on your portal. Email alerts will also be sent to all targeted users inviting them to view it on the portal <input type="radio"/> Publish to portal and send bulletin via email This bulletin will be viewable on your portal. The contents of this bulletin will also be sent to all targeted users via email

[Save to draft](#)
[Submit for approval](#)

- Click either the **Normal** or **Urgent** radio button to determine message priority.



- If you select *Urgent*, the received message is marked with an  icon.
- When messages are received, they are sorted first by chronological

View the complete user guide and additional support material:

- Directed Communications for Healthcare: <https://portal.covisint.com/web/supporthc/dc>
- Directed Communications for Manufacturing: <https://portal.covisint.com/web/supportauto/dc>

order, then by alphabetical order of the subject.

3. If your organization does not use the language option, skip to step 6. If the Add Language option displays, continue with the next step.
4. From the Language drop down menu, select the language in which you will create this bulletin, then click **Add Language**. The Subject and Message fields are displayed for entry, similar to the following screen shot.



If your organization uses languages, the Subject and Messages fields do not display until you select a language.

*Community:	Chrysler		
*Message priority:	<input checked="" type="radio"/> Normal <input type="radio"/> Urgent		
	Language	Default	Delete
	English	<input checked="" type="radio"/>	
*Subject:	<input type="text"/>		
*Message:	<div></div>		
*Language:	French	<input type="button" value="Add Language"/>	
Attachments:	<div></div> <input type="button" value="Attachments..."/>		
*Recipients	<input type="radio"/> Community of users This bulletin will be delivered to all users of Chrysler. <input checked="" type="radio"/> Selected Users/groups This bulletin will be delivered to the users/groups selected <div></div> <input type="radio"/> Subscriber users This bulletin will be delivered to users that have subscribed to specific types of bulletins. Select from available subscription categories below:		
*Audience:	<input type="checkbox"/> Chrysler Financial Services users	<input type="checkbox"/> Chrysler users	
*Region:	<input type="checkbox"/> North America	<input type="checkbox"/> South America	
Targeted audience:	<input type="text"/>		
*Effective dates:	03/17/2011 to 04/01/2011		
*Message "new" period:	<input type="text"/> days		
*Contact name:	<input type="text"/>		
*Contact phone:	<input type="text"/>		
*Publication	<input checked="" type="radio"/> Publish this bulletin to your portal This bulletin will be viewable on your portal <input type="radio"/> Publish to portal with email alert This bulletin will be viewable on your portal. Email alerts will also be sent to all targeted users inviting them to view it on the portal <input type="radio"/> Publish to portal and send bulletin via email This bulletin will be viewable on your portal. The contents of this bulletin will also be sent to all targeted users via email		
<input type="button" value="Save to draft"/> <input type="button" value="Submit for approval"/>			

View the complete user guide and additional support material:

- Directed Communications for Healthcare: <https://portal.covisint.com/web/supporthc/dc>
- Directed Communications for Manufacturing: <https://portal.covisint.com/web/supportauto/dc>

5. In the *Subject* field, type the subject of the bulletin. This text will display in the Subject column in the list of Bulletins.
6. In the *Message* field, type the message you want to send.



Optional: You can compose and spell-check your message in your preferred editor, such as Microsoft Word, then copy and paste it into the message window.

7. If you want to create the bulletin in additional languages, and your organization is configured to use the language options, then repeat steps 5-7 as required. (The system does not perform the translation of the text for you. You must provide the translations as necessary.)
 - a. If multiple languages are created for a bulletin, identify the default language by selecting the DEFAULT radio button next to the appropriate language option.



The system does not perform text translation for you. You must provide the translations as necessary.

8. If desired, you can include attachments that all targeted bulletin recipients can view from your bulletin.




If your bulletin uses multiple languages, you will be prompted to associate each attachment with a language.


- a. Click **Attachments**. The Manage Attachments dialog displays.
 - b. In the *Manage Attachments* dialog, click **Browse**, and use your PC's operating system to locate and open a file to attach.
 - c. If your organization uses multiple languages, select the language in which the attachment was created from the drop-down menu. Click **Add**. The file is added. Repeat steps b and c as required to add other attachments.
 - d. Click **Save and close window**. The attachments are added to your bulletin.
9. In the Recipients section, click the radio button of the group to which you want to broadcast the bulletin.



Important: The available selections vary, depending upon your organization's implementation.


- a. **Community of users** sends the bulletin to all the users in your portal community.
 - b. **Selected users / groups** refers to all users you explicitly identify. Click  next to "Selected users/groups" to display the User Directory window, where you can search for and select the people or groups to which you want to send a message.
 - i. Type the name (or partial name) of the user or group in the **Type in name** field.
 - ii. If you want to restrict your search, click the **Include** drop-down arrow and select a filtering option from the list. The default selection is **All** - all users and groups available on your portal will be searched for the data you entered in the *Type in name* field.

- iii. Click **Find**. The screen refreshes, and the search results display.
 - iv. Select the check box of each user or group to which you want to send the message.
 - v. Click **OK**. The User Directory window closes and the selections display in your message.
- c. **Subscriber users** sends the bulletin to only those users whose subscriptions match the criteria you set for the bulletin (for details about subscriptions, see Managing Your Subscriptions). When you select *Subscriber users*, you must also make additional selections, depending upon your organization's implementation. The screen shot in step 5 illustrates required selections where the Administrator has created "Audience" and "Region" categories.
10. Optionally, type a description of the targeted audience in the *Targeted Audience* field.


 Text you type in the *Targeted Audience* field will be displayed just below the **Subject** in the *View Bulletins* screen. The text can help bulletin viewers decide if they need to read the message.



- 11. Click the **calendar icon** and set the effective dates for this message. These dates define the date range during which the bulletin will be listed in the *Current Bulletins* view. After this time elapses, the message is moved to the *Archived Bulletins* view.
- 12. In the *Message new period* field, type the number of days that you want the **NEW** icon to be displayed next to your message.
- 13. In the *contact name* field, type the name of the contact person for the message.
- 14. In the *contact phone* field, type the contact person's telephone number.
- 15. Click the radio button for the publication method you want to use. If publication methods are not displayed, skip to the next step.

 If you select Publish to portal and send bulletin via email, you may not have an accurate record of users that have or have not read the bulletin. The Bulletins Read Audit Report can only track results for users who read bulletins while they are logged in to the system. The report does not include users that read a bulletin via their email system.

16. When you are finished with the bulletin:
- Click **Save to draft**, if you want to return to work on the bulletin later..
 - Click **Submit for approval**, if you want to send the bulletin to an editor for publication approval. The bulletin will not be sent until it is approved by an editor.

 • If you clicked *Save to draft* - proceed to Managing Draft Bulletins.

• If you clicked *Submit for approval* - the editor will review the bulletin, and you will be notified by email of the editor's decision.

RESULT:

You have successfully composed a bulletin.

Submitting a Draft Bulletin

1. From the View tab, click **Drafts**. The **Draft Bulletins** tab displays.

Where is the Drafts tab?

Receive email alerts when bulletins are published. [Get started »](#)

[View](#) [Reports](#) [Help](#)

[View Bulletins](#) [Compose Bulletins](#) **[Drafts](#)** [Pending](#) [Subscriptions](#) [Alerts](#)

Current Bulletins Search:

[Show all bulletins](#)

Viewing 1-9 of 9 « previous page: 1 next » 20 ▾

ID	Status	Subject	From	Publish Date
----	--------	---------	------	--------------

[View](#) [Reports](#) [Help](#)

[View Bulletins](#) [Compose Bulletins](#) **[Drafts](#)** [Pending](#) [Subscriptions](#) [Alerts](#)

Draft Bulletins

<input type="checkbox"/>	ID	Status	Subject	From	Date Saved
<input type="checkbox"/>	5005146		Example Draft Bulletin	Covisint	February 11, 2011 09:02 AM EST

[Delete checked](#)

2. Click the *bulletin ID* or *Subject* to open the bulletin. The **Bulletin Details** screen displays.

View Bulletins Compose Bulletins Drafts Pending Subscriptions Alerts

Bulletin Details

Edit this bulletin Edit this bulletin

Community:	Covisint
Message priority:	Normal
Subject:	Example Draft Bulletin
Message:	This is an example of a bulletin saved as a draft.
Attachments:	
Divisions:	
Category:	
Regions:	
Targeted audience:	
Effective dates:	02/11/2011 to 02/12/2011
Contact name:	Mike
Contact phone:	888-555-1212
Recipients:	<input checked="" type="checkbox"/> This bulletin will be sent to all logged in users
Message "new" period:	1 days

Submit for approval

3. Click **Edit this bulletin**. The *Compose Bulletin* screen displays.
4. Edit the bulletin as required, or skip to the next step to submit the bulletin.
5. Click **Submit for approval**. The bulletin is transferred to an Editor for approval.

RESULT:

You have successfully submitted a draft bulletin.

Viewing the Bulletins Read Audit Report

Complete the following steps to view which users have or have not read your bulletin (Depending upon the publishing options selecting during Bulletin Creation).

1. Click **Reports**. The **Bulletins Read Audit Report** screen displays a list of all bulletins. The list displays the following information for each bulletin:
ID

- Subject
- Owner
- Publish Date
- Expiration Date
- number of Unique Readers
- Approved by

Where is the Reports tab?

Receive email alerts when bulletins are published. [Get started »](#)

View Reports Help

View Bulletins Compose Bulletins Drafts Pending Subscriptions Alerts

Current Bulletins Search:

Show all bulletins

Viewing 1-9 of 9 « previous page: 1 next » 20

ID	Status	Subject	From	Publish Date
5005136		1-10-2011 Test 1	Covisint	February 10, 2011 AM EST

Bulletins Read Audit Report

Community: Covisint

Viewing 1-20 of 38 « previous page: 1 2 next » 20 per page

ID	Subject	Owner	Publish Date	Expiration Date	Unique Readers	Approved by
5005137	1-10-2011 Test 2	Abston, Service Admin (Company Service Admin)	February 10, 2011	February 26, 2011	4	MABSTON321
5005136	1-10-2011 Test 1	Abston, Service Admin (Company Service Admin)	February 10, 2011	February 26, 2011	2	MABSTON321
5005138	1-10-2011 test a	Abston, Service Admin (Company Service Admin)	February 10, 2011	February 26, 2011	2	MABSTON321
5005139	1-10-2011 test b	Abston, Service Admin (Company Service Admin)	February 10, 2011	February 26, 2011	2	MABSTON321
5005140	1-10-2011 test c	Abston, Service Admin (Company Service Admin)	February 10, 2011	February 26, 2011	1	MABSTON321
5005141	1-10-2011 test 1a	Abston, Service Admin (Company Service Admin)	February 10, 2011	February 26, 2011	1	MABSTON321
5005142	Another test message	Abston, Service Admin (Company Service Admin)	February 10, 2011	February 26, 2011	1	MABSTON321
5005143	test approval email	Abston, Service Admin (Company Service Admin)	February 10, 2011	February 12, 2011	2	MABSTON321
5005135	Mike Test 2 Urgent	Abston, Service Admin (Company Service Admin)	February 09, 2011	February 11, 2011	1	MABSTON321

View the complete user guide and additional support material:

- Directed Communications for Healthcare: <https://portal.covisint.com/web/supporthc/dc>
- Directed Communications for Manufacturing: <https://portal.covisint.com/web/supportauto/dc>

2. Click a number in the Unique Readers column to view the *Bulletins Read Audit Details Report* for that bulletin. The details report displays information about each unique bulletin reader.
3. Click **Back** to return to the *Bulletins Read Audit Report* when you are finished viewing unique reader information.

RESULT:

You have successfully viewed the Bulletins Read Audit Report.

Approving and Rejecting Bulletins

1. From the View tab, click **Pending**. The **Pending Bulletins** screen displays the list of submitted bulletins that have not been approved or rejected.

Where is the Pending tab?

Receive email alerts when bulletins are published. Get help with this feature.

View Reports Help

View Bulletins **Pending - Editor View** Subscriptions Alerts

Current Bulletins Search:

Show all bulletins

Viewing 1-8 of 8 « previous page: 1 next » 20

ID	Status	Subject	From	Publish Date
5005136		1-10-2011 Test 1	Covisint	February 10, 2011 10:20 AM EST

View Bulletins Pending Subscriptions Alerts

Pending Bulletins

<input type="checkbox"/>	ID	Status	Subject	From	Owner	Date Saved
<input type="checkbox"/>	5005146	Draft	Example Draft Bulletin	Covisint	MABSTON1	February 11, 2011 09:02 AM EST

Approve checked

2. Click a bulletin's **ID** or **Subject name** to open the first bulletin you want to review. The **Bulletin Details** window displays.

Directed Communication Quick Reference Guide

View Bulletins Pending Subscriptions Alerts

Bulletin Details [Edit this bulletin](#)

Community:	Covisint
Message priority:	Normal
Subject:	Example Draft Bulletin
Message:	This is an example of a bulletin saved as a draft.
Attachments:	
Divisions:	
Category:	
Regions:	
Targeted audience:	
Effective dates:	02/11/2011 to 02/12/2011
Contact name:	Mike
Contact phone:	888-555-1212

[Approve this bulletin](#) [Reject](#)

3. Review the entire bulletin, including all its text and its distribution settings. If you want to modify the bulletin, see [Editing Pending Bulletins](#).
- If you want to approve the bulletin, click **Approve this bulletin**.
 - If you want to reject the bulletin, click **Reject**.

The screen refreshes and the bulletin is no longer in the pending queue.

RESULT:

You have successfully approved or rejected a bulletin.

COMMUNITY ADMIN

Managing User Roles

All registered portal users receive "reader" access to Directed Communications. Directed Communications users with the Community Admin role can add or remove other roles, once users are registered. For more details about how system tasks are related to roles, see Roles and Responsibilities.

1. Click the **Admin** tab, then click **Users**. The **Authors, Editors, and Administrators** screen displays.

Where is the Users tab?

Authors, Editors, and Administrators

You must enter the EXACT user ID.

User ID: Find user

Community: Covisint

Viewing 1-17 of 17 « previous page: 1 next » 20

Name	User ID	Email	User roles
Abston, CMS User	MABSTON321	mabston@covisint.com	Reader, Author, Editor

Option: Enter an exact user ID and click Find user

Option: Click a Name in the list

Authors, Editors, and Administrators

You must enter the EXACT user ID.

User ID: Find user

Community: Covisint

Viewing 1-17 of 17 « previous page: 1 next » 20

Name	User ID	Email	User roles
Abston, CMS User	MABSTON321	mabston@covisint.com	Reader, Author, Editor
Abston, Melanie	MABSTONTRAINING1234	mabston@covisint.com	Reader, Community Admin
Abston, Melanie	MABSTON321	mabston@covisint.com	Reader, Author, Editor, Community A
Abston, Service Admin (Company Service Admin)	MABSTON321	mabston@covisint.com	Reader, Author
Adams, Ethan	WPSADMIN	eadams@covisint.com	Reader, Author, Editor, Community A
Admin, Portal	WPSADMIN	U5QFWR62@fakeemail.com	Reader, Author, Editor, Community A
Burton, Donna	DBURTONOPS	dburton@covisint.com	Reader, Author, Editor, Community A
Johnson, Paul	PJOHNSON	pjohnson@covisint.com	Reader, Author, Editor, Community A
Karagitz, Kevin	KKARAGITZ	kkaragit@covisint.com	Reader, Author, Editor, Community A
Klender, Scott	SKLENDER	sklender@covisint.com	Reader, Author, Editor, Community A
McKinnon, David	DMCKINNO	david.mckinnon@compuware.com	Reader, Author, Editor, Community A
Molitor, Scott	SMOLITOR	scott.molitor@compuware.com	Reader, Author, Editor, Community A
Rizk, Charbel	CHARBELRIZK	charbel.rizk@compuware.com	Reader, Author, Editor, Community A

View the complete user guide and additional support material:

- Directed Communications for Healthcare: <https://portal.covisint.com/web/supporthc/dc>
- Directed Communications for Manufacturing: <https://portal.covisint.com/web/supportauto/dc>

2. Select the user whose roles you want to manage. You can:
 - a. Search for a user. In the User ID field, type the *User's ID* and click **Find User**



You must key in the complete user id. The system will not accept partial names. A user must be registered in the portal in order to added to Directed Communications.

- b. Select a user. Click a user's **Name** in the displayed list. This option is available only for users who are assigned at least one role in addition to the standard Reader role. The **details screen** for the selected user displays.

The screenshot shows a web interface with two tabs: 'Users' (selected) and 'Subscription Categories'. Below the tabs is a section titled 'Authors, Editors, and Administrators'. It contains a form with the following fields: 'Community:' (Covisint), 'Community:' (Covisint), 'Organization name:' (Covisint), 'First name:' (Service Admin (Company Service Admin)), 'Last name:' (Abston), 'Email:' (mabston@covisint.com), 'User ID:' (MABSTON1), and 'User roles:'. The 'User roles' section has three checkboxes: 'Author' (checked), 'Editor' (unchecked), and 'Community Admin' (unchecked). A red speech bubble points to the 'Author' checkbox with the text 'Check or clear boxes as required to grant or remove roles'. At the bottom right is a 'Save user roles' button.

Community:	Covisint
Community:	Covisint
Organization name:	Covisint
First name:	Service Admin (Company Service Admin)
Last name:	Abston
Email:	mabston@covisint.com
User ID:	MABSTON1
User roles:	<input checked="" type="checkbox"/> Author <input type="checkbox"/> Editor <input type="checkbox"/> Community Admin

Save user roles

- Select the check box of each role you want to allow for this user.
- Clear the check box of each role you want to remove from this user.

3. Click **Save user roles**.

RESULT:

You have successfully modified user roles.