

Directed Communication User Guide

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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.

Accessing Directed Communications

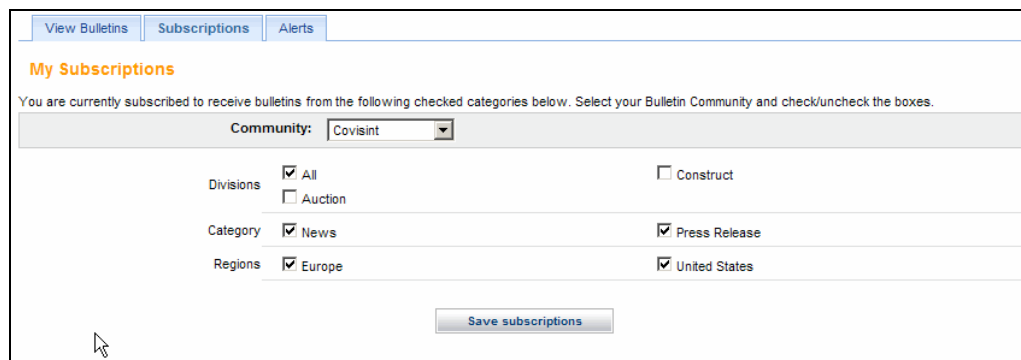
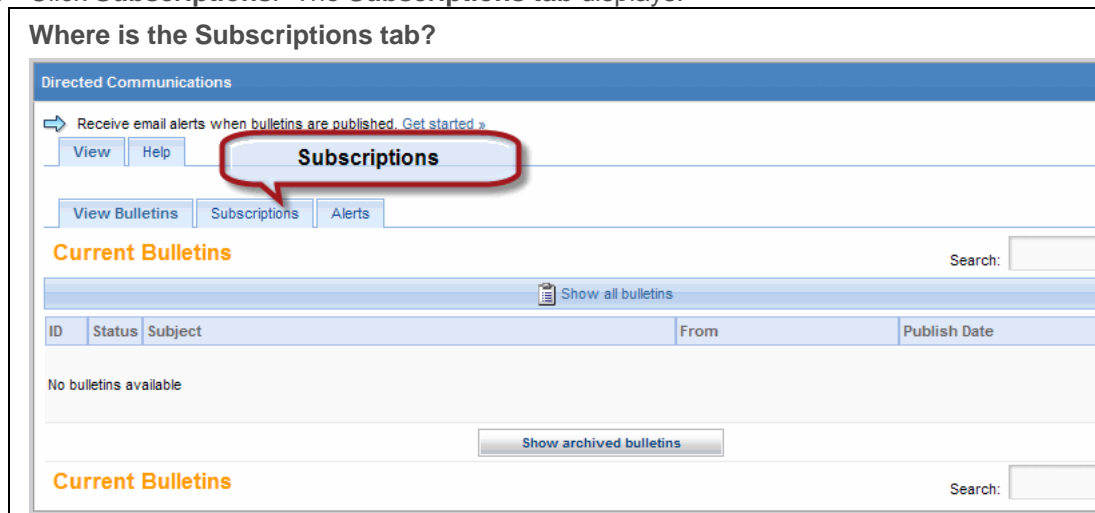
1. Navigate to your portal login screen.
2. Enter your *User ID* and *Password*, then click **Login**.
3. Click **Directed Communications** in the top navigation menu. The Directed Communications page displays within your portal window.

RESULT:

You have successfully logged in to and accessed Directed Communications.

Managing Your Subscriptions

1. In the Directed Communications application, click the **View** tab.
2. Click **Subscriptions**. The **Subscriptions** tab displays.



3. In the Community drop-down list, select the *Bulletin Community* for which you want to manage subscriptions.
4. Select the check box of each subcategory to which you want to subscribe.
5. Clear the check box of each subcategory to which you no longer want to subscribe.
6. Click **Save subscriptions**.
7. Repeat the steps as required to manage your subscriptions for remaining communities.

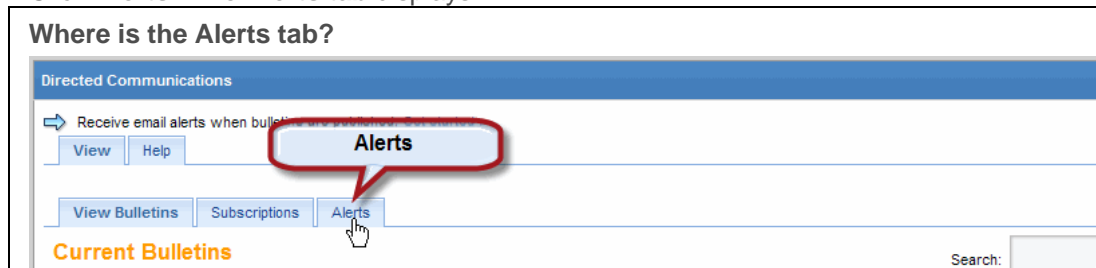
RESULT:

You have successfully managed subscriptions.

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.



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.

View Bulletins Subscriptions Alerts				
Current Bulletins				
Show all bulletins				
Viewing 1-8 of 8				
« previous page: 1 next » 20 per page				
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.

View Bulletins Subscriptions Alerts	
Bulletin Details	
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.

Searching for an Archived Bulletin

1. From the Current Bulletins screen, click **Show archived bulletins**. The **Archived Bulletins** view displays.

Where is the Show archived bulletins button?

The screenshot shows the 'Current Bulletins' interface. At the top, there are tabs for 'View Bulletins', 'Subscriptions', and 'Alerts'. Below the tabs, there's a search bar and a 'Show all bulletins' link. A red callout box points to a button labeled 'Show archived bulletins' located at the bottom right of the current bulletins list. The list shows two bulletins: 'Mike Test 1 Normal' and 'Mike Test 2 Urgent'.

Archived Bulletins

Search:

Viewing 1-20 of 49 « previous page: 1 2 3 next » 20 per page

ID	Status	Subject	From	Publish Date
5000544		123	Covisint	June 22, 2010 11:09 PM EDT
5000513		Test JIRA PUP-1869	Covisint	March 02, 2010 11:15 AM EST
5000364		Test	Covisint	July 27, 2009 10:38 AM EDT
5000297		bulletin	Covisint	May 04, 2009
5000282		test cools	Covisint	April 22, 2009
5000169		Example of unread message	Covisint	June 23, 2008
5000168		training	Covisint	June 23, 2008
5000161		test message	Covisint	June 03, 2008
106229		Participate in AMR's Multi-Enterprise Survey All Covisint Users	Covisint	October 10, 2007
91730		Fourth Annual AIAG IMDS/ELV Summit Materials Management, Engineering, Quality, HASMAT	Covisint	August 30, 2007

2. Search the archived bulletins as required. To search the bulletins:
 - Type search text in the Search field.
 - Click **Go**.
3. Click on the **ID** or the **Subject** of the archived bulletin you wish to read.
4. Click **Back** once you have finished reading the message.



NOTES:

- You can enter search text for message IDs, partial subject name, or partial author's name.

-
- Clear the filtered archive results by clicking **Back**.
 - Determine the number of records per page you wish to view by setting the **Show # per page** drop-down box.
-

RESULT:

You have successfully searched for an Archived Bulletin.

Searching for Bulletins

1. Navigate to the View Bulletins screen.
2. In the **Search** text field, type your search criteria. You can enter:
 - A bulletin ID
 - Part of a bulletin subject
 - Part of an author's name.

Where is the Search field?

View Bulletins Subscriptions Alerts

Search Field

Current Bulletins

Show all bulletins

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

ID	Status	Subject	From	Publish Date
5005134		Mike Test 1 Normal	Covisint	February 09, 201 PM EST
5005135	NEW	Mike Test 2 Urgent	Covisint	February 09, 20 PM EST

Show archived bulletins

Search Field

Current Bulletins

Search:

3. Click **Go**. All bulletins that match the search criteria are displayed.
4. Read the message, or search again.

RESULT:

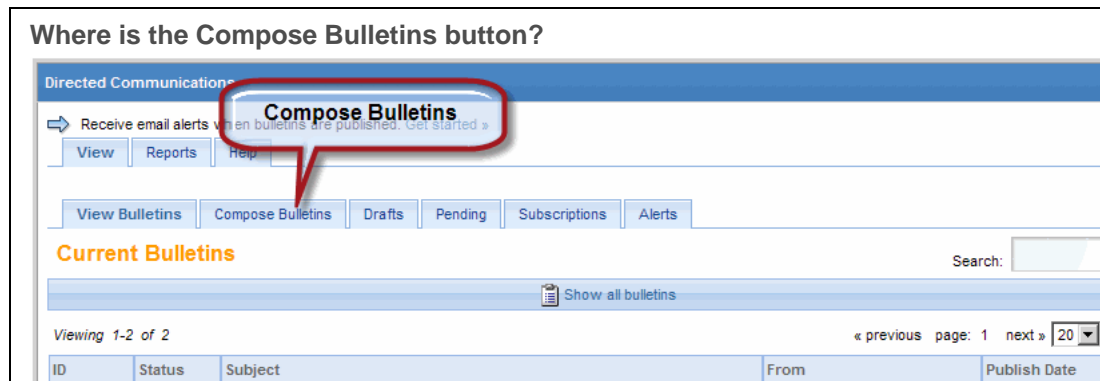
You have successfully searched for a bulletin.

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

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"/>			

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.

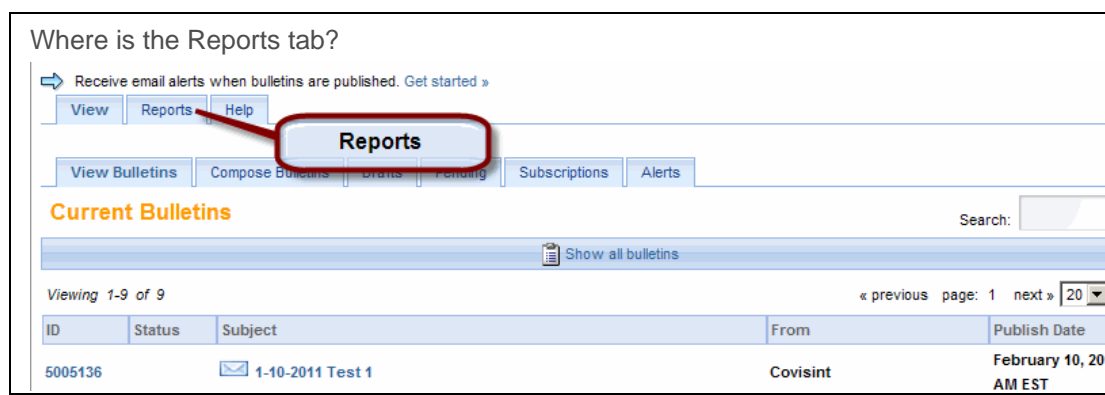
RESULT:

You have successfully composed a bulletin.

Viewing the Bulletins Read Audit Report

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*



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

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.

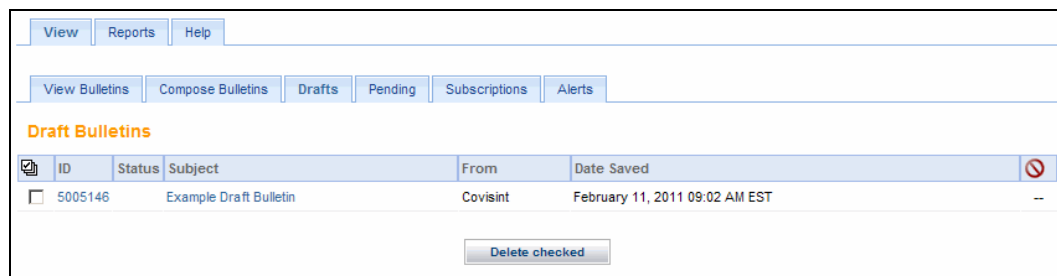
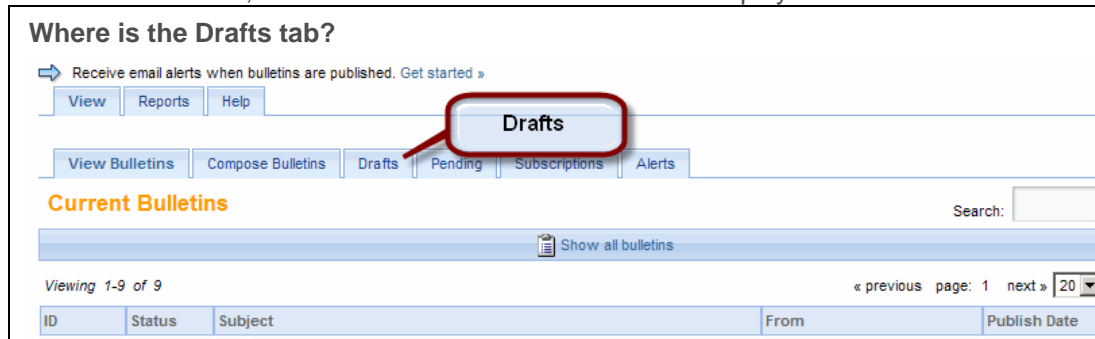
RESULT:

You have successfully viewed the Bulletins Read Audit Report.

Managing Draft Bulletins

Deleting a Draft Bulletin

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



2. Select the check box of each draft you want to delete.
3. Click **Delete checked**.



When you delete a draft, it is permanently removed from the system. There is no way to recover a deleted draft.

RESULT:

You have successfully deleted a draft bulletin.

Deleting Pending Bulletins

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

Where is the Pending tab?

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

View Reports Help **Pending**

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												
<p>View Reports Help</p> <p>View Bulletins Compose Bulletins Drafts Pending Subscriptions Alerts</p> <p>Pending Bulletins</p> <table border="1"> <thead> <tr> <th>ID</th> <th>Status</th> <th>Subject</th> <th>From</th> <th>Owner</th> <th>Date Saved</th> </tr> </thead> <tbody> <tr> <td>5005146</td> <td></td> <td>Example Draft Bulletin</td> <td>Covisint</td> <td>MABSTON1</td> <td>February 11, 2011 09:02 AM EST</td> </tr> </tbody> </table>					ID	Status	Subject	From	Owner	Date Saved	5005146		Example Draft Bulletin	Covisint	MABSTON1	February 11, 2011 09:02 AM EST
ID	Status	Subject	From	Owner	Date Saved											
5005146		Example Draft Bulletin	Covisint	MABSTON1	February 11, 2011 09:02 AM EST											

2. Click a *bulletin ID* or *Subject* to open a pending bulletin that you want to delete. The **Bulletin Details** screen displays.

View Bulletins Compose Bulletins Drafts Pending Subscriptions Alerts

Bulletin Details Edit this bulletin Retract 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:	

Retract this bulletin, to return it to Draft status.

3. Click **Retract this bulletin**. The retracted bulletin is moved into your Drafts tab. To completely delete the draft, perform the steps in [Deleting a Draft Bulletin](#).

RESULT:

You have successfully deleted pending bulletins.

Editing Pending Bulletins

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

Where is the Pending tab?

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

View Reports Help **Pending**

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

Pending Bulletins

ID	Status	Subject	From	Owner	Date Saved
5005146		Example Draft Bulletin	Covisint	MABSTON1	February 11, 2011 09:02 AM EST

2. Click a *bulletin ID* or *Subject* to open a pending bulletin that you want to delete. The **Bulletin Details** screen displays.

View Bulletins Compose Bulletins Drafts Pending Subscriptions Alerts

Bulletin Details Edit this bulletin Retract 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:

Transmitted successfully

Edit this bulletin

3. Click **Edit this bulletin**. The *Compose Bulletin* screen displays the selected bulletin for editing. The screen display varies depending upon whether your portal offers multiple language options. View the appropriate screen shot:

- **With Multiple Language Options**

Edit Screen With Multiple Language Options

ViewAdminReportsHelp

View BulletinsCompose BulletinsDraftsPendingSubscriptionsAlerts

Compose Bulletin

* = required field

'Community:

Your Community

'Message priority

☒ Normal
 ☐ Urgent

'Language:

Language	Default	Edit	Delete
English	<input checked="" type="radio"/>		
French	<input type="radio"/>		

Attachments:

Attachments...

'Recipients

☒ **Community of users**
 This bulletin will be delivered to all users of Your Community
☐ **Selected Users/groups**
 This bulletin will be delivered to the users/groups selected Your Community

☐ **Subscriber users**
 This bulletin will be delivered to users that have subscribed to specific types of bulletins. Select from available below:

Engineering

Finance

Human Resources

Materials

Purchasing

'Functional Area:

Engineering

Finance

Human Resources

Materials

Purchasing

'Region:

☐ Operations
☐ Global
☐ North America

Targeted audience:

'Effective dates:

08/10/2010

to

08/25/2010

'Message "new" period:

1

days

'Contact name:

'Contact phone:

'Publication

☒ **Publish this bulletin to your portal**
 This bulletin will be viewable on your portal
☐ **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 portal
☐ **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 bulletin

Save and approve

- Without Multiple Language Options

Edit Screen Without Multiple Language Options

Compose Bulletin

	* = required field
'Community:	Healthcare Community Online (HCO)
'Message priority	<input checked="" type="radio"/> Normal <input type="radio"/> Urgent
'Subject:	think over your term
'Message:	more think about the world
Attachments:	<div>Attachments...</div>
'Recipients	<input checked="" type="radio"/> Community of users This bulletin will be delivered to all users of Healthcare Community Online (HCO). <input type="radio"/> Selected Users/groups This bulletin will be delivered to the users/groups selected Healthcare Community Online (HCO). <div></div>
Targeted audience:	
'Effective dates:	03/19/2010 to 04/03/2010
'Message "new" period:	1 days
'Contact name:	think
'Contact phone:	1231231234
'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 be sent to all targeted users via email

4. Edit the bulletin as required.
5. Click **Save bulletin**. The bulletin is updated and remains in the Pending state.

RESULT:

You have successfully edited 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.

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 here

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 checked="" type="checkbox"/>	ID	Status	Subject	From	Owner	Date Saved
<input type="checkbox"/>	5005146		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.

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.

- **With Multiple Language Options**

View

Admin

Reports

Help

View Bulletins

Compose Bulletins

Drafts

Pending

Subscriptions

Alerts

Compose Bulletin

* = required field

'Community:

Your Community

'Message priority

☒ Normal
 ☐ Urgent

Language

Default

Edit

Delete

English

'Language:

French

Add Language

Attachments:

Attachments...

'Recipients

☒ Community of users
 This bulletin will be delivered to all users of Your Community
☐ Selected Users/groups
 This bulletin will be delivered to the users/groups selected Your Community
☐ Subscriber users
 This bulletin will be delivered to users that have subscribed to specific types of bulletins. Select from available below:

'Functional Area:

Engineering
 Finance
 Human Resources
 Materials
 Purchasing

'Region:

☐ Operations
☐ Global
☐ North America

Targeted audience:

'Effective dates:

08/10/2010 to 08/25/2010

'Message "new" period:

1 days

'Contact name:

John Doe

'Contact phone:

555.555.1212

'Publication

☒ Publish this bulletin to your portal
 This bulletin will be viewable on your portal
☐ 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 the portal
☐ 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 bulletin

Save and approve

- Without Multiple Language Options

Edit Screen Without Multiple Language Options

Compose Bulletin

	* = required field
'Community:	Healthcare Community Online (HCO)
'Message priority	<input checked="" type="radio"/> Normal <input type="radio"/>  Urgent
'Subject:	think over your term
'Message:	more think about the world
Attachments:	<div> <div></div> <div>Attachments...</div> </div>
'Recipients	<input checked="" type="radio"/> Community of users This bulletin will be delivered to all users of Healthcare Community Online (HCO). <input type="radio"/> Selected Users/groups  This bulletin will be delivered to the users/groups selected Healthcare Community Online (HCO). <div> <input type="text"/> <input type="button" value="Select"/> </div>
Targeted audience:	<input type="text"/>
'Effective dates:	03/19/2010  to 04/03/2010 
'Message "new" period:	1 days
'Contact name:	think
'Contact phone:	1231231234
'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 be sent to all targeted users via email

4. Edit the bulletin as required.
5. Click **Save bulletin**. The bulletin is updated and remains in the Pending state.

RESULT:

You have successfully edited a bulletin.

Bulk Approving Bulletins

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

Where is the Pending tab?

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

View Reports Help **Pending**

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 Bulletins Pending Subscriptions Alerts

Pending Bulletins

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

Approve checked

2. Select the check box of each pending bulletin you want to approve.
3. Click **Approve checked**.



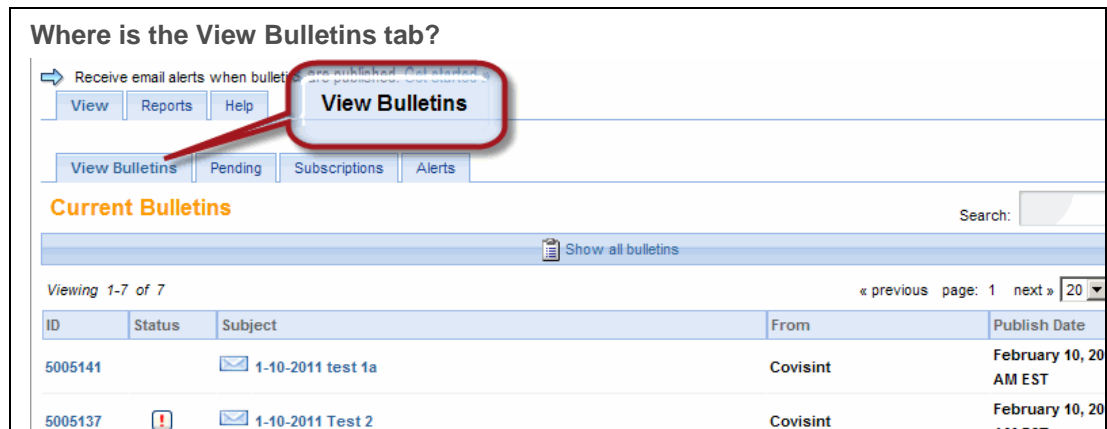
There is no 'bulk reject' function. Bulletins must be rejected individually. For details, see Approving and Rejecting Bulletins.

RESULT:

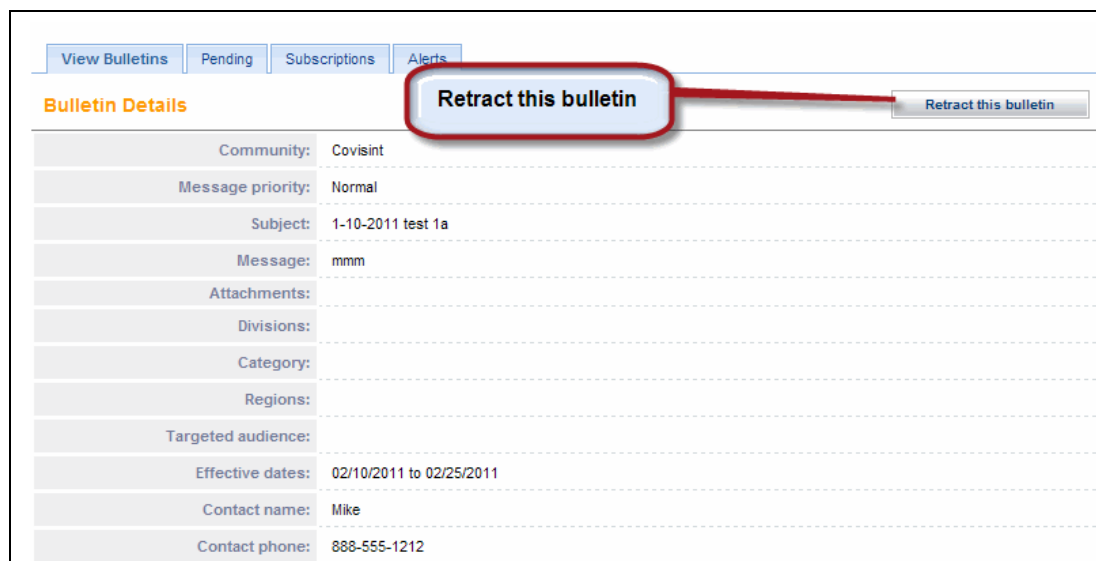
You have successfully bulk-approved bulletins.

Retracting Active Bulletins

1. From the View tab, click **View Bulletins**.



2. In the *Current Bulletins* list, click the **ID** or **Subject** of the bulletin you want to retract. The **Bulletin Details** (Editor version) screen displays.



3. Click **Retract this bulletin**. The bulletin is retracted, and is moved to the *Pending Bulletins* list. Once the bulletin is retracted, you can perform tasks on it such as Approving and Rejecting Bulletins or Editing Pending Bulletins.

RESULT:

You have successfully retracted an active bulletin.

Viewing the Bulletins Read Audit Report

- 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](#)

Reports

[View Bulletins](#) [Compose Bulletins](#) [Grants](#) [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 ▾

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

Number of Unique Readers - Click to View Details

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.

Adding a Translated Category Name

1. Click the **Admin** tab. The **Admin** screen displays.

The screenshot shows the 'Where is the Admin tab?' section of the Community Admin interface. It features a navigation bar with tabs: View, Admin, Reports, and Help. The 'Admin' tab is highlighted and circled in red, with a red arrow pointing to it. Below the navigation bar, there are sections for 'Current Bulletins' and 'Subscription Categories'. The 'Subscription Categories' section is also circled in red, with a red arrow pointing to it. Below this, there is a section for 'Authors, Editors, and Administrators' with a search form and a table of users.

Where is the Admin tab?

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

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

[View Bulletins](#) [Subscriptions](#) [Alerts](#)

Admin Tab

Current Bulletins Search:

[Show all bulletins](#)

Viewing 1-7 of 7 « previous page: 1 next » 20

ID	Status	Subject	From	Publish Date
5005141		1-10-2011 test 1a	Covisint	February 10, 20 AM EST
5005137		1-10-2011 Test 2	Covisint	February 10, 20 AM EST

[Users](#) [Subscription Categories](#)

Subscription Categories

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, Editor
Abston, Melanie	MABSTONTRAINING1234	mabston@covisint.com	Reader, Community Admin
Abston, Melanie	MABSTON	mabston@covisint.com	Reader, Author, Editor, Community A
Abston, Service Admin (Company Service Admin)	MABSTON1	mabston@covisint.com	Reader, Author
Adams, Ethan	EADAMS	eadams@covisint.com	Reader, Author, Editor, Community A

2. Click **Subscription Categories**. The **Subscription Categories** screen displays.

Users | Subscription Categories

Subscription Categories

Community: Covisint

Subscription Category Name

Subscription Category Name	Edit	Delete	Status
Divisions	edit		
Category	edit		
Regions	edit		

Subscription Categories

- Click the **edit** link of the *Subscription Category Name* to which you want to add a translated category name. The detailed view of the selected subscription category displays.

Users | Subscription Categories

Subscription Categories

Community: Covisint

Category Name: Divisions (English)

Translated Name:

Display in combo box: ☐

Subcategory Name

Subcategory Name	Edit	Delete
All	edit	
Auction	edit	
Construct	edit	

- In the *Translated Name* field, type the translated name.
- Select the language of the translated name from the drop-down list.
- Click **Save**.
- Repeat steps 3 - 5 as required.
- Click **Finished**.

RESULT:

You have successfully added a translated category name.

Adding a Translated Subcategory Name

1. Click the **Admin** tab, then click **Subscription Categories**. The **Subscription Categories** screen displays.

Where is the Subscription Categories tab?

View Admin Reports **Subscription Categories** Help

Users Subscription Categories

Authors, Editors, and Administrators

You must enter the EXACT user ID.

User ID: Find user

Community: Covisint

Users Subscription Categories

Subscription Categories

Community: Covisint

Subscription Category Name Add

Subscription Category Name	Edit	Delete	Status
Divisions	edit		
Category	edit		
Regions	edit		

Subscription Categories

2. Click the **edit** link of the *Subscription Category Name* to which you want to add a translated subcategory name. The detailed view of the selected subscription category displays.

Subscription Categories

Community: Covisint

Category Name: Divisions (English)

Translated Name: Fachbereiche (German)

Translated Name: Divisions (French)

Translated Name: select one

Display in combo box: ☒

Edit

Subcategory Name

Subcategory Name	Edit	Delete
All	edit	
Auction	edit	
Construct	edit	

- Click **edit** for the *subcategory* to which you want to add a translated subcategory name. The screen displays details about the **subcategory name**.

Subscription Categories

Community: Covisint

Subcategory Name: Construct (English)

Translated Name: select one

Type the translated name

Select the language for the translated name

- In the Translated Name field, type the new *translated name*.
- Select the *language* from the drop-down list.
- Click **Add**. The new subcategory translated name displays below previously-added subcategory names.
- Repeat steps 4 - 6 for each translated name you want to add.
- Click **Save**.
- Click **Finished**.

RESULT:

You have successfully added a translated subcategory name.

Creating a Subscription Category

1. Click the **Admin** tab, then click **Subscription Categories**. The **Subscription Categories** screen displays.

Where is the Subscription Categories tab?

The screenshot shows the top navigation bar with tabs: View, Admin, Reports, and Help. Below this is a sub-navigation bar with 'Users' and 'Subscription Categories'. A red callout bubble points to the 'Subscription Categories' tab. Below the sub-navigation bar is a section titled 'Authors, Editors, and Administrators' with a form for finding a user by ID and a 'Find user' button. Below that is another set of navigation tabs: View, Admin, Reports, and Help. Below these is another sub-navigation bar with 'Users' and 'Subscription Categories'. A red callout bubble points to the 'Subscription Categories' tab. Below this is a section titled 'Subscription Categories' with a form for adding a new category. The form has a 'Community' dropdown set to 'Covisint', a 'Subscription Category Name' input field, and an 'Add' button. Below the form is a table with columns: Subscription Category Name, Edit, Delete, and Status. The table contains two rows: 'Divisions' and 'Category'. A red callout bubble points to the 'Add' button with the text 'Type a name for a new category'.

Subscription Categories

You must enter the EXACT user ID.

User ID: Find user

Community: Covisint

View Admin Reports Help

Users Subscription Categories

Subscription Categories

Community: Covisint

Subscription Category Name Add

Subscription Category Name	Edit	Delete	Status
Divisions	edit		
Category	edit		

2. In the Subscription Category Name, type the new *category name* - the name as it will appear to your subscribers. Click **Add**. The subscription category displays in the *Subscription Category Name* list.

The screenshot shows the 'Subscription Categories' section with the 'Add' button clicked. The 'Subscription Category Name' input field now contains 'My Contacts'. A red callout bubble points to the input field with the text 'Type Name'. Another red callout bubble points to the 'Add' button with the text 'Click Add'. Below the form is the same table as before, but now it includes a third row: 'My Contacts'. A red callout bubble points to the 'My Contacts' row with the text 'Name displays in list, but is inactive'.

Users Subscription Categories

Subscription Categories

Community: Covisint

Subscription Category Name My Contacts Add

Subscription Category Name	Edit	Delete	Status
Divisions	edit		
Category	edit		
Regions	edit		
My Contacts	edit		

4. Click **Add**. The subscription category name is added to the Subscription Category Name list. The new category is inactive - community members will not see it in their displays.
5. Click **edit** for the new category name, to prepare for adding subcategories

Where is the Edit link?

Users Subscription Categories

Subscription Categories

Community: Covisint

Subscription Category Name

Subscription Category Name	Edit	Delete	Status
Divisions	edit		
Category	edit		
Regions	edit		
My Contacts	edit		

Click Edit

6. In the **Subcategory Name** field, type a *subcategory name*. This is the name as it will appear to community users.

Where is the Subcategory Name field?

Users Subscription Categories

Subscription Categories

Community: Covisint

Category Name: My Contacts (English)

Translated Name:

Display in combo box: ☐

Type Name

Click Add

Subcategory Name

Subcategory Name	Edit	Delete
Job Aids	edit	
Training Announcements	edit	

7. Click **Add**. The subcategory is added to the category name.
8. Repeat steps 5-6 as desired to create additional subcategories.
9. Click **Finished**. The Category is created, **but remains in inactive status until you manually activate it** (proceed to step 9 to activate).

Where is the Finished button?

View Admin Reports Help

Users Subscription Categories

Subscription Categories

Community: Buick Leadership Messages


Category Name: Training (English)

Translated Name:

Subcategory Name

Subcategory Name	Edit
DC	edit
SFX	edit

Finished

10. Click the inactive indicator  in the **status column** to activate the new category. The *Status* changes to Active.









Where is the Inactive icon?

Users | Subscription Categories

Subscription Categories

Community: Covisint

Subscription Category Name

Subscription Category Name	Edit	Delete	Status
Divisions	edit		
Category	edit		
Regions	edit		
My Contacts			

Subscription Categories inactive

Click the 'inactive' indicator

11. Once the category is active, it displays in the **My Subscriptions** screen of each community member.

View Bulletins | Subscriptions | Alerts

My Subscriptions

You are currently subscribed to receive bulletins from the following checked categories below. Select your Bulletin Community and check/uncheck the boxes.

Community:

Divisions	<input checked="" type="checkbox"/> All <input type="checkbox"/> Auction	<input type="checkbox"/> Construct
Category	<input checked="" type="checkbox"/> News	<input checked="" type="checkbox"/> Press Release
Regions	<input checked="" type="checkbox"/> Europe	<input checked="" type="checkbox"/> United States
My Contacts	<input type="checkbox"/> Job Aids	<input type="checkbox"/> Training Announcements

RESULT:

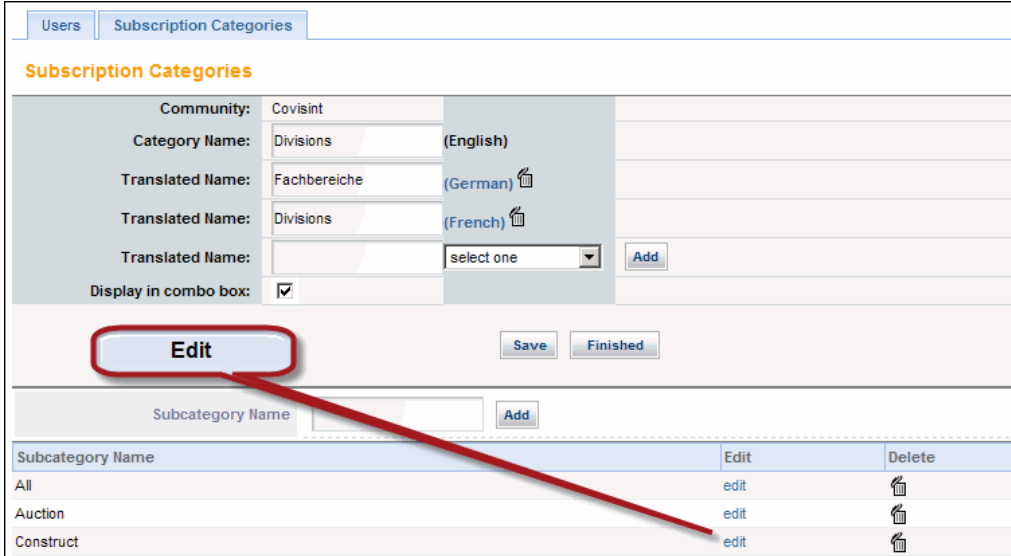
You have successfully created a subscription category.

Adding Additional Subcategories




For details, see Adding a Translated Subcategory Name.

1. From the Admin tab, click **Subscription Categories**.
2. Click **edit** in the Edit column of the category to which you wish to add subcategories.
3. In the *Subcategory Name* field, type the *subcategory name*. This is the name as it will appear to your subscribers.
4. Click **Add**. The subcategory is added to the category.
5. Repeat steps 3 - 5 as desired to create additional subcategories.
6. Click **Finished**.

 Edit subcategories when necessary by clicking **edit** in the edit column of the row in which the subcategory is displayed.



The screenshot shows the 'Subscription Categories' management interface. At the top, there are tabs for 'Users' and 'Subscription Categories'. Below the tabs, the title 'Subscription Categories' is displayed. The main form area contains fields for 'Community' (set to 'Covisint'), 'Category Name' (set to 'Divisions' with '(English)' next to it), 'Translated Name' (set to 'Fachbereiche' with '(German)' next to it), and another 'Translated Name' (set to 'Divisions' with '(French)' next to it). There is also a 'Translated Name' field with a dropdown menu set to 'select one' and an 'Add' button. A 'Display in combo box' checkbox is checked. Below the form, there are 'Save' and 'Finished' buttons. A red circle highlights the 'Edit' button, and a red arrow points from it to the 'edit' link in the 'Edit' column of the subcategory table.

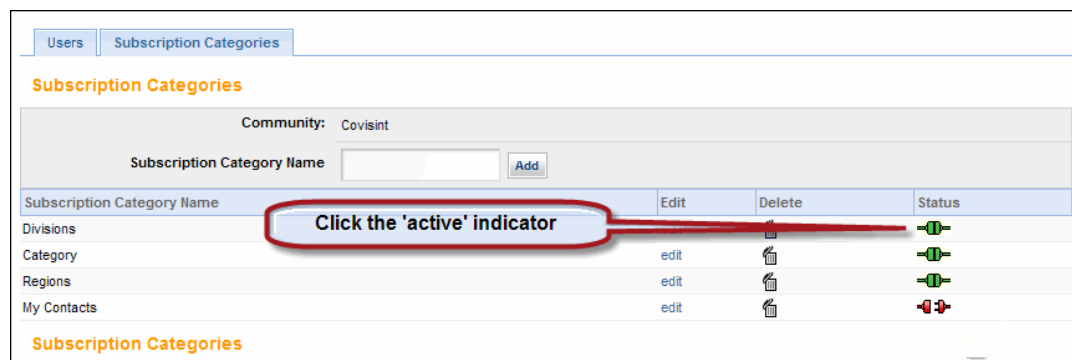
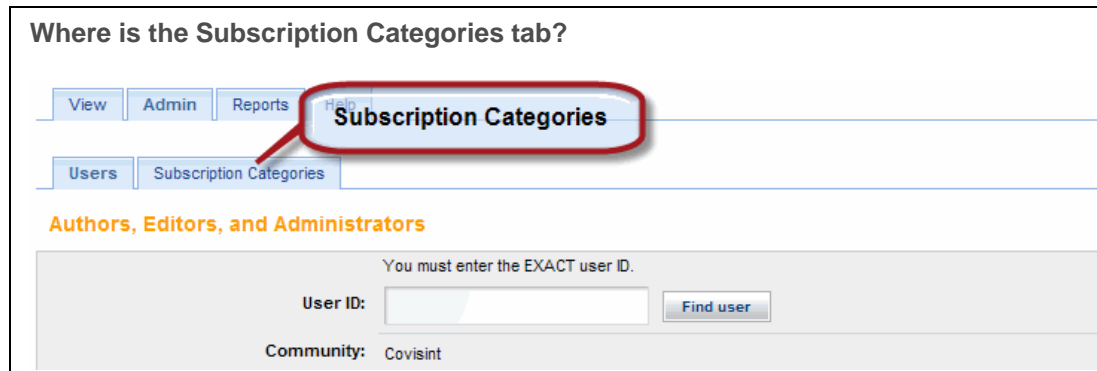
Subcategory Name	Edit	Delete
All	edit	
Auction	edit	
Construct	edit	



RESULT:

You have successfully added subcategories.

Deactivating a Category

1. Click the **Admin** tab, then click **Subscription Categories**. The *Subscription Categories* screen displays.



2. Click  in the Status column of the category you wish to deactivate. The Status changes to inactive . All subscriptions to the category and its subcategories are deactivated.



To reactivate a category, see [Reactivating a Category](#)..

RESULT:

You have successfully deactivated a category.

Reactivating a Category

1. From the Admin tab, click **Subscription Categories**. The Subscription Categories screen displays.

Where is the Subscription Categories tab ?

View Admin Reports Help

Users Subscription Categories

Subscription Categories

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 » 50

Name	User ID	Email	User roles
------	---------	-------	------------

Users Subscription Categories


Subscription Categories

Community: Covisint

Subscription Category Name Add

Click to reactivate

Subscription Category Name	Edit	Delete	Status
Divisions	edit		
Category	edit		
Regions	edit		
My Contacts	edit		

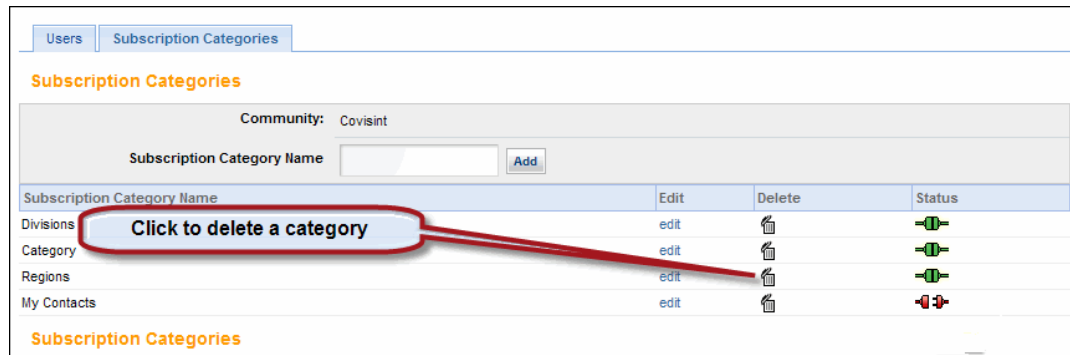
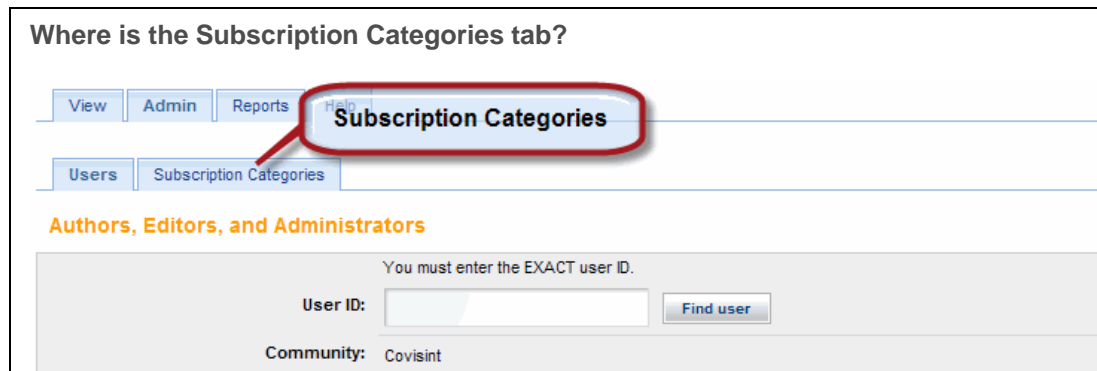
2. Click  in the Status column of the category you wish to reactivate. All user subscriptions to this category group are reactivated.


RESULT:

You have successfully reactivated a category.

Deleting a Category

1. Click the **Admin** tab, then click **Subscription Categories**. The *Subscription Categories* screen displays.



2. Click  in the Status column of the category you wish to delete. The system displays a warning dialog indicating that proceeding will delete all user subscriptions to the category group.
3. Click **OK** to confirm the deletion. All user subscriptions to this category are deleted.



Important: Deleted categories cannot be recovered. If you accidentally delete a category, you will have to reconstruct it. For details see [Creating a Subscription Category](#).

RESULT:

You have successfully deleted a category.

Deleting a Subcategory

1. Click the **Admin** tab, then click **Subscription Categories**. The **Subscription Categories** screen displays.

Where is the Subscription Categories tab?

The screenshot shows the top navigation bar with tabs: View, Admin, Reports, and Help. The 'Subscription Categories' tab is highlighted with a red callout box labeled 'Subscription Categories'. Below the navigation bar, there are sub-tabs: Users and Subscription Categories. The main content area has a heading 'Authors, Editors, and Administrators' and a form for finding a user. Below that, there is a section for 'Subscription Categories' with a callout pointing to the 'edit' link in the table.

Subscription Categories

You must enter the EXACT user ID.

User ID:

Community: Covisint

Subscription Categories

Community: Covisint

Subscription Category Name

Subscription Category Name	Edit	Delete	Status
Divisions	edit		
Category	edit		
Regions	edit		

Subscription Categories

2. Click the **edit** link of the *Subscription Category Name* from which you want to delete a subcategory. The detailed view of the selected subscription category displays.

The screenshot shows the detailed view of a subscription category. It includes fields for Community, Category Name, Translated Name, and Display in combo box. Below these fields are 'Save' and 'Finished' buttons. At the bottom, there is a table of subcategories with a callout pointing to the 'Delete' link for 'Job Aids'.

Subscription Categories

Community: Covisint


Category Name: My Contacts (English)

Translated Name:

Display in combo box: ☐

Subcategory Name

Subcategory Name	Edit	Delete
Job Aids	edit	
Training Announcements	edit	

3. Click  of the subcategory you wish to delete. A warning dialog displays to indicate all user subscriptions to the subcategory will be deactivated if you proceed.
4. Click **OK** in the deletion confirmation dialog box. All user subscriptions to this subcategory are deleted.
5. Click **Finished**.


RESULT:

You have successfully deleted a subcategory.

Deleting a Translated Category Name

1. Click the **Admin** tab, then click **Subscription Categories**. The **Subscription Categories** screen displays.

Where is the Subscription Categories tab?



View Admin Reports **Subscription Categories** Help

Users Subscription Categories

Authors, Editors, and Administrators

You must enter the EXACT user ID.

User ID: Find user

Community: Covisint

Users Subscription Categories

Subscription Categories

Community: Covisint

Subscription Category Name Add

Subscription Category Name	Edit	Delete	Status
Divisions	edit		
Category	edit		
Regions	edit		

Subscription Categories

Click an edit link

2. Click the **edit** link of the *Subscription Category Name* from which you want to delete a translated category name. The detailed view of the selected subscription category displays.

Users Subscription Categories

Subscription Categories

Community: Covisint

Category Name: Divisions (English)

Translated Name: Fachbereiche (German)

Translated Name: Divisions (French)

Translated Name: select one Add


Display in combo box: ☒

Save Finished

Subcategory Name Add

Subcategory Name	Edit	Delete
All	edit	
Auction	edit	

Click to Delete

3. Click  in the Status column of the translated name you want to delete.
4. Optional: If a warning dialog displays, click **OK** to continue with the deletion.
5. Click **Finished**.

RESULT:

You have successfully deleted a category translated name.

Deleting a Translated Subcategory Name

1. Click the **Admin** tab, then click **Subscription Categories**. The **Subscription Categories** screen displays.

Where is the Subscription Categories tab?

Subscription Categories

Authors, Editors, and Administrators

You must enter the EXACT user ID.

User ID: Find user

Community: Covisint

Subscription Categories

Community: Covisint

Subscription Category Name Add

Subscription Category Name	Edit	Delete	Status
Divisions	edit		
Category	edit		
Regions	edit		

Subscription Categories

2. Click the **edit** link of the *Subscription Category Name* from which you want to delete a translated subcategory name. The detailed view of the selected subscription category displays.

Subscription Categories

Community: Covisint

Category Name: Divisions (English)

Translated Name: Fachbereiche (German)

Translated Name: Divisions (French)

Translated Name: select one Add

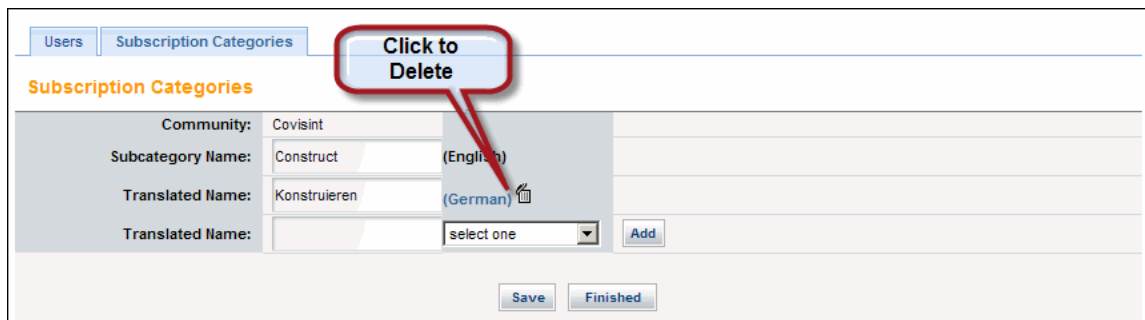
Display in combo box: ☒

Edit Save Finished


Subcategory Name Add


Subcategory Name	Edit	Delete
All	edit	
Auction	edit	
Construct	edit	

3. Click **edit** for the *subcategory* from which you want to delete a translated subcategory name. The subcategory details display.



The screenshot shows the 'Subscription Categories' details page for the 'Covisint' community. The 'Subcategory Name' is 'Construct' in English. There is one translated name, 'Konstruieren', in German. A red callout bubble with the text 'Click to Delete' points to a trash icon next to the German translation. Below the details, there are 'Save' and 'Finished' buttons.

Community:	Covisint		
Subcategory Name:	Construct	(English)	
Translated Name:	Konstruieren	(German)	
Translated Name:		select one	<input type="button" value="Add"/>

4. Click  in the Delete column of the translated name you wish to delete.
5. Optional: If a warning dialog displays, click **OK** to proceed.
6. Click **Finished**.

RESULT:

You have successfully deleted a translated subcategory name.

Editing a Category Name

1. Click the **Admin** tab, then click **Subscription Categories**. The **Subscription Categories** screen displays.

Where is the Subscription Categories tab?

The screenshot shows the top navigation bar with tabs: View, Admin, Reports, and Help. The 'Subscription Categories' tab is highlighted with a red callout box labeled 'Subscription Categories'. Below the navigation bar, there are two sub-tabs: 'Users' and 'Subscription Categories', with the latter being selected. The main content area is titled 'Authors, Editors, and Administrators' and contains a form for finding a user by ID. Below this, there is a section for 'Subscription Categories' with a 'Community' dropdown set to 'Covisint'. A table lists subscription categories: Divisions, Category, and Regions. Each row has an 'edit' link, a 'Delete' icon, and a 'Status' indicator. A red callout box labeled 'Click an edit link' points to the 'edit' link for the 'Category' row.

Subscription Categories

You must enter the EXACT user ID.

User ID:

Community: Covisint

Subscription Categories

Community: Covisint

Subscription Category Name

Subscription Category Name	Edit	Delete	Status
Divisions	edit		
Category	edit		
Regions	edit		

Subscription Categories

2. Click the **edit** link of the *Subscription Category Name* to which you want to add a translated subcategory name. The detailed view of the selected subscription category displays.

The screenshot shows the detailed view of a subscription category. It has a 'Community' dropdown set to 'Covisint'. The 'Category Name' field is highlighted with a yellow box and a red callout box labeled 'Click Field and Edit Name'. The 'Translated Name' field is empty, and there is a 'select one' dropdown menu. At the bottom, there are 'Save' and 'Finished' buttons.

Subscription Categories

Community: Covisint

Category Name: (English)

Translated Name: select one

Display in combo box: ☐

3. Click in the **Category Name** field and edit the name as required.
4. Click **Save**.
5. Click **Finished**.

RESULT:

You have successfully edited a category name.

Editing a Subcategory Name

1. Click the **Admin** tab, then click **Subscription Categories**. The **Subscription Categories** screen displays.

Where is the Subscription Categories tab?

Subscription Categories

Authors, Editors, and Administrators

You must enter the EXACT user ID.

User ID: [Find user](#)

Community: Covisint

Subscription Categories

Community: Covisint

Subscription Category Name [Add](#)

Subscription Category Name	Edit	Delete	Status
Divisions	edit		
Category	edit		
Regions	edit		

Subscription Categories

2. Click the **edit** link of the *Subscription Category Name* for which you want to edit subcategory name. The detailed view of the selected subscription category displays.

Subscription Categories

Community: Covisint

Category Name: Divisions (English)

Translated Name: Fachbereiche (German)

Translated Name: Divisions (French)

Translated Name: select one [Add](#)

Display in combo box: ☒

Edit [Save](#) [Finished](#)

Subcategory Name [Add](#)

Subcategory Name	Edit	Delete
All	edit	
Auction	edit	
Construct	edit	

3. Click **edit** for the *subcategory* you wish to edit. The subcategory details display.
4. Click the Subcategory Name field and edit the name as required.

5. Click **Save**.
6. Click **Finished**.

RESULT:


You have successfully edited a subcategory name.

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.

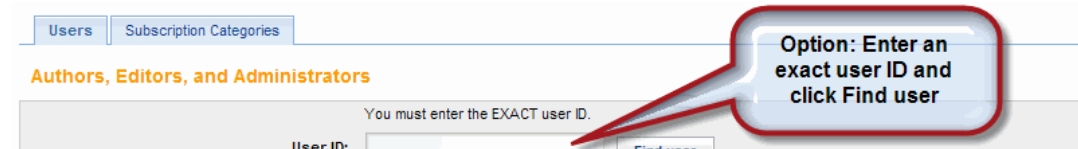
User ID:

Community: Covisint

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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



Authors, Editors, and Administrators

You must enter the EXACT user ID.

User ID:

Community: Covisint

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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		mabston@covisint.com	Reader, Author, Editor, Community A
Abston, Service Admin (Company Service Admin)		mabston@covisint.com	Reader, Author
Adams, Ethan		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

Option: Click a Name in the list

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' and 'Subscription Categories'. The 'Users' tab is active. Below the tabs is a section titled 'Authors, Editors, and Administrators'. This section contains a form with the following fields and values:

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

A red callout bubble with a white border and a red arrow pointing to the 'User roles' section contains the text: 'Check or clear boxes as required to grant or remove roles'. At the bottom right of the form is a button labeled '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.

Viewing the Bulletins Read Audit Report

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](#) [Bulletins](#) [Pending](#) [Subscriptions](#) [Alerts](#)

Current Bulletins Search:

[Show all bulletins](#)

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

Bulletins Read Audit Report

Community: Covisint

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

Number of Unique Readers - Click to View Details

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.
