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
- Access bulletins - Read bulletins - Search for bulletins - Search archives - Manage subscriptions	**Reader tasks +** - Compose bulletins - Manage pending bulletins (created by self) - View bulletins read audit reports	**Reader tasks +** - Approve/reject bulletins - Bulk approve bulletins - Edit pending bulletins - Manage subscriptions - Retract active bulletins	**Reader tasks +** - Manage categories - Manage subcategories - Manage user roles

[1]All 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.

READER
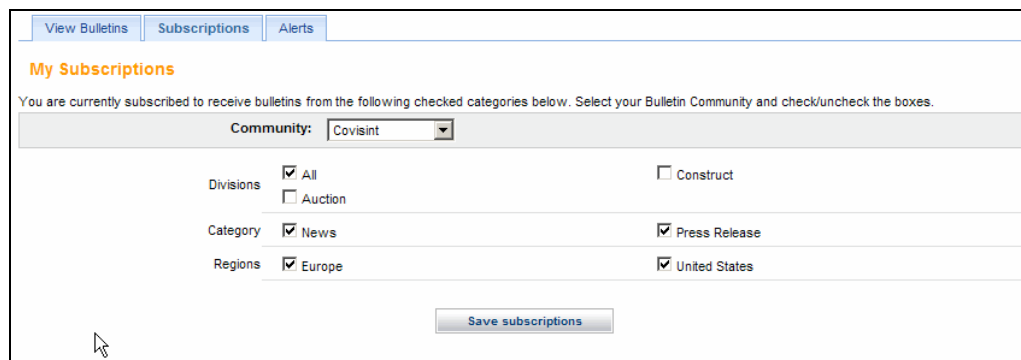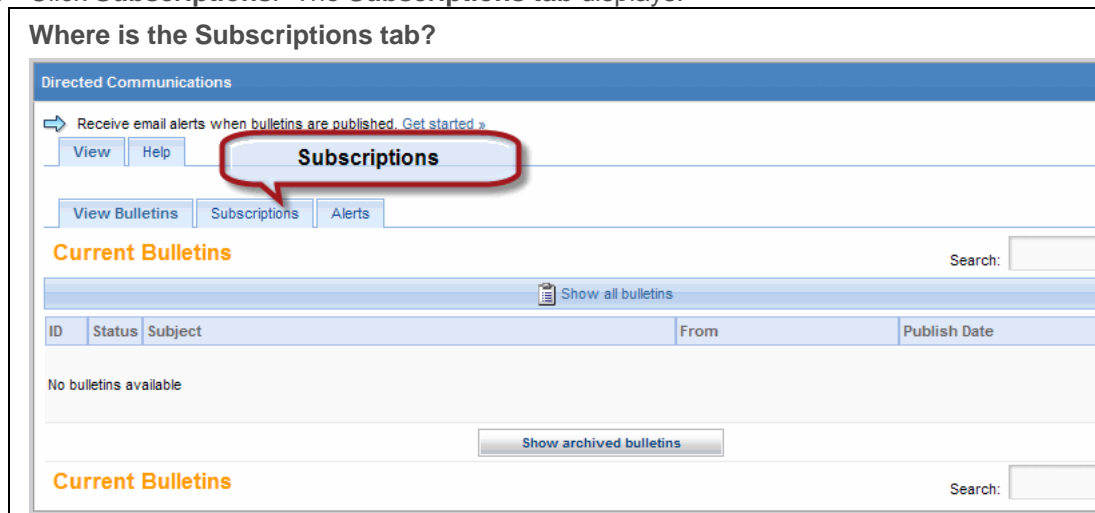
Accessing Directed Communications

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.

Where is the Subscriptions tab?

Directed Communications

Receive email alerts when bulletins are published. Get started »

View   Help

Subscriptions

View Bulletins   Subscriptions   Alerts

Current Bulletins   Search:

Show all bulletins

ID	Status	Subject		From	Publish Date

No bulletins available

Show archived bulletins

Current Bulletins   Search:

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: Covisint

Divisions   ☑ All   ☐ Construct
             ☐ Auction

Category   ☑ News   ☑ Press Release

Regions   ☑ Europe   ☑ United States

Save subscriptions

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.

Where is the Alerts tab?

Directed Communications

Receive email alerts when bulletins are published. Get started

View | Help

Alerts

View Bulletins | Subscriptions | Alerts

Current Bulletins

Search:

View Bulletins | Subscriptions | Alerts

Email Alerts

Save time by receiving email alerts when new bulletins are published. Check the box next to the community(s) below to receive email alerts.

Community:
- ☑ Select all
- ☑ Covisint
- ☑ Covisint Connect

Email addresses:
- robin.taylor@compuware.com

Note: You will receive an email asking for confirmation for each address entered above.

Save Changes

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.

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

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.

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.

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

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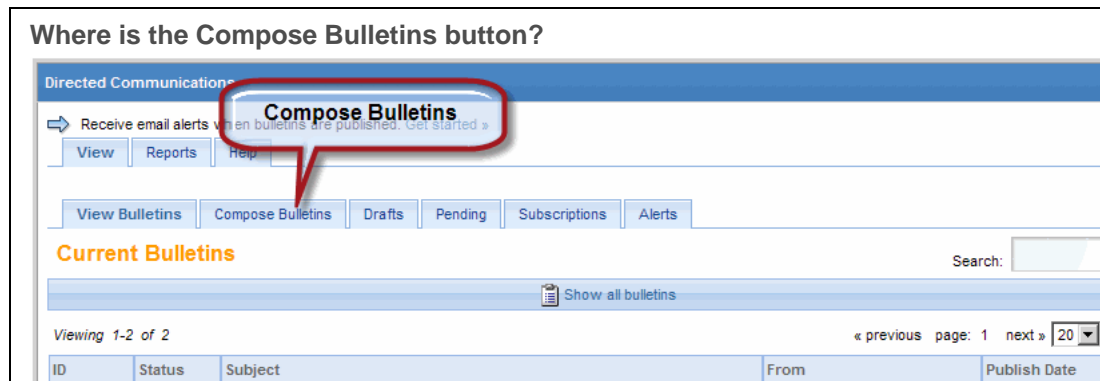
a. If the system does not populate the Community field, select a community from the drop-down list.

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

> - If you select *Urgent*, the received message is marked with an ![icon] 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:	◉ Normal ○ 🛇 Urgent

Language	Default	Delete
English	◉	🗑

*Subject:	

*Message:	

*Language:	French ▾ [Add Language]

Attachments:	[Attachments...]

*Recipients

○ Community of users
This bulletin will be delivered to all users of Chrysler.
◉ Selected Users/groups ⊕
This bulletin will be delivered to the users/groups selected

◄ ► ►

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

*Audience:	☐ Chrysler Financial Services users	☐ Chrysler users
*Region:	☐ North America	☐ South America
Targeted audience:		
*Effective dates:	03/17/2011 🗓 to 04/01/2011 🗓	
*Message "new" period:	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 view it on 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 to draft] [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.

> ℹ️ 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.

> ℹ️ 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.

> ℹ️ 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.

> ℹ️ **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*

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.

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 |

Drafts

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

☑	ID	Status	Subject	From	Date Saved	🚫
☐	5005146		Example Draft Bulletin	Covisint	February 11, 2011 09:02 AM EST	--

Delete checked

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.

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

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:	Covi...
Message priority:	No...	Edit this bulletin
Subject:	Example Draft Bulletin
Message:	This is an example of a bulletinsaved as a draft.
Attachments:	
Divisions:	
Category:	
Regions:	
Targeted audience:	

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

- **Without Multiple Language Options**

Edit Screen Without Multiple Language Options

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.

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

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.

EDITOR

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.

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

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.

Editing Pending Bulletins

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

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

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

- **Without Multiple Language Options**

Edit Screen Without Multiple Language Options

Compose Bulletin

*	= required field
*Community:	Healthcare Community Online (HCO)
*Message priority	⦿ Normal ◯ [!] Urgent
*Subject:	think over your term
*Message:	more think about the world
Attachments:	[Attachments...]
*Recipients	⦿ **Community of users** This bulletin will be delivered to all users of Healthcare Community Online (HCO ◯ **Selected Users/groups** ⊕ This bulletin will be delivered to the users/groups selected Healthcare Comm (HCO).
Targeted audience:	
*Effective dates:	03/19/2010 to 04/03/2010
*Message "new" period:	1 days
*Contact name:	think
*Contact phone:	1231231234
*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 inviting them to view it on the portal ◯ **Publish to portal and send bulletin via email** This bulletin will be viewable on your portal. The contents of this bulletin will all targeted users via email

[Save bulletin] [Save and approve]

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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.

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**.
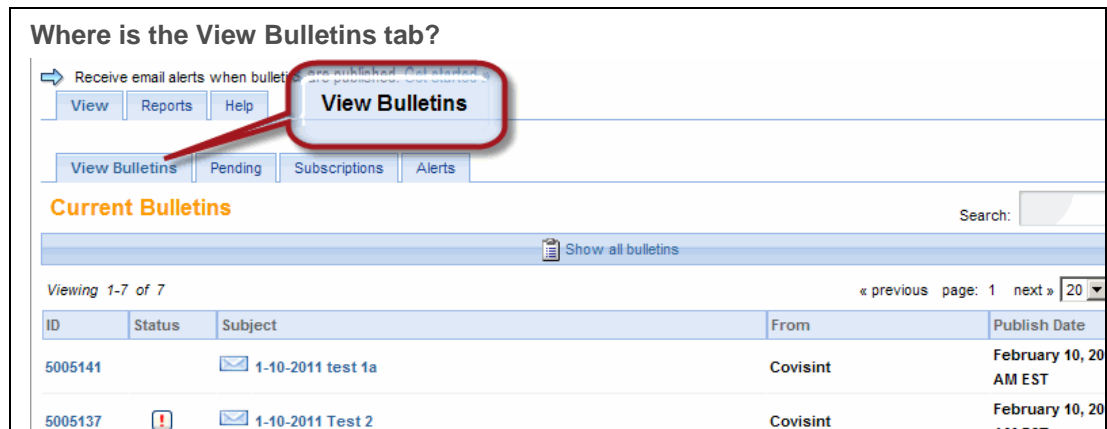
2. In the *Current Bulletins* list, click the **ID** or **Subject** of the bulletin you want to retract. The **Bulletin Details** (Editor version) screen displays.
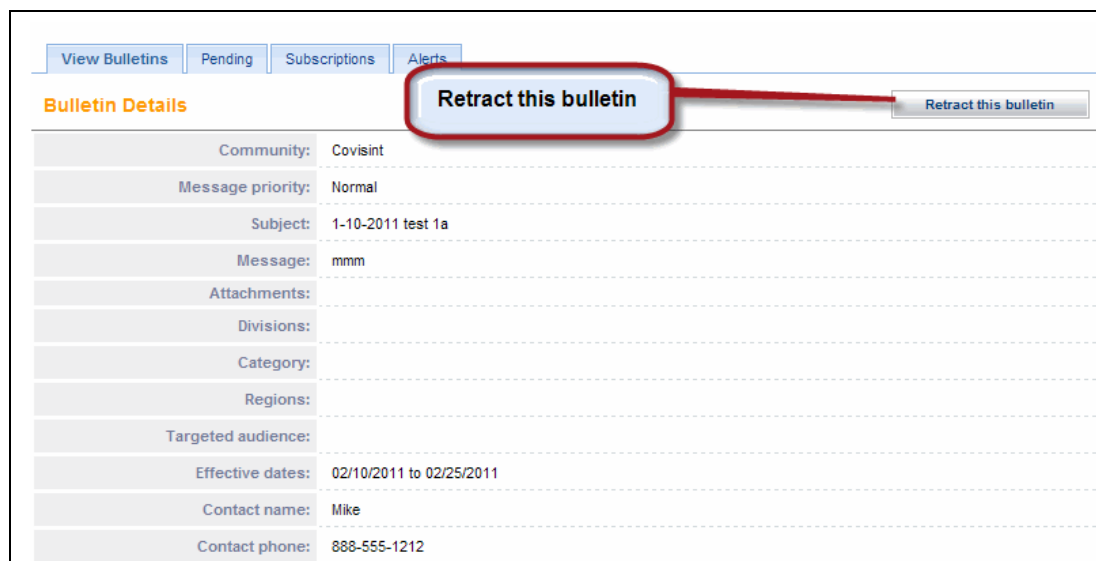
3. Click **Retract this bulletin**. The bulletin is retracted, and is moved to the *Pending Bulletins* list. Once the bulletin is retracted, you can perform tasks on it such as Approving and Rejecting Bulletins or Editing Pending Bulletins.

RESULT:
You have successfully retracted an active bulletin.

Viewing the Bulletins Read Audit Report

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*

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.

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

3. 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.

4. In the *Translated Name* field, type the translated name.
5. Select the language of the translated name from the drop-down list.
6. Click **Save**.
7. Repeat steps 3 - 5 as required.
8. 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.

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.

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

4. In the Translated Name field, type the new *translated name*.
5. Select the *language* from the drop-down list.
6. Click **Add**. The new subcategory translated name displays below previously-added subcategory names.
7. Repeat steps 4 - 6 for each translated name you want to add.
8. Click **Save**.
9. 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.

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.

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?

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?

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?

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

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

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.

RESULT:

You have successfully added subcategories.

Deactivating a Category

1. Click the **Admin** tab, then click **Subscription Categories.** The *Subscription Categories* screen displays.
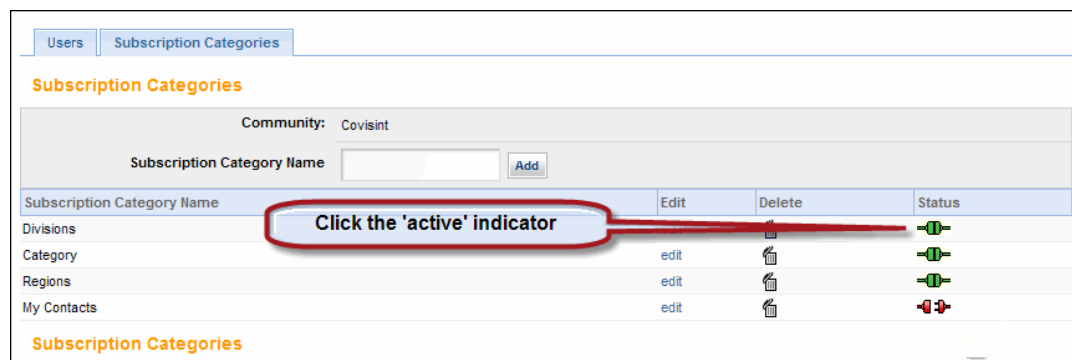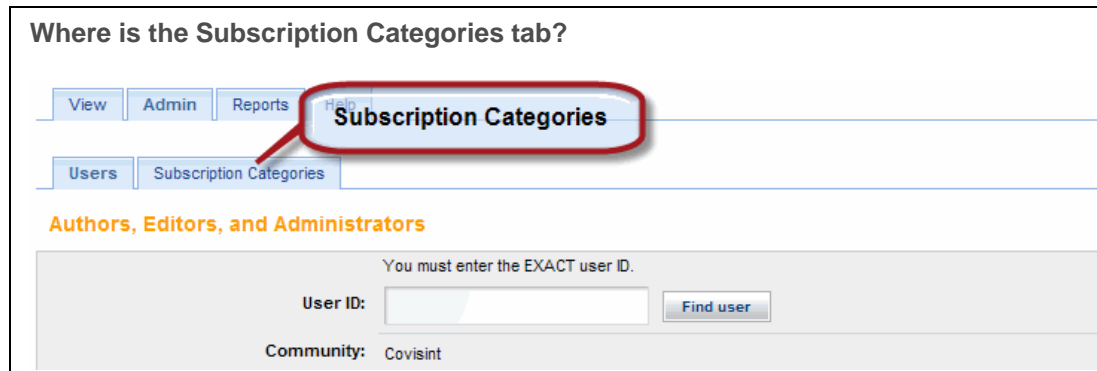
2. Click in the Status column of the category you wish to deactivate. The Status changes to inactive . All subscriptions to the category and its subcategories are deactivated.

 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.

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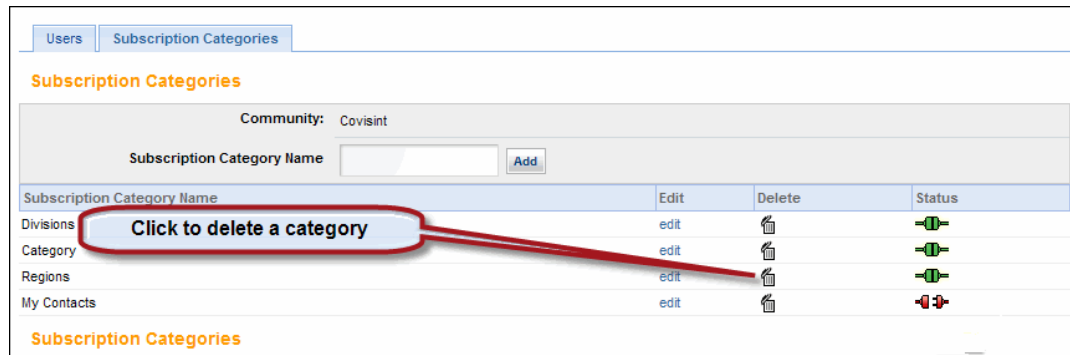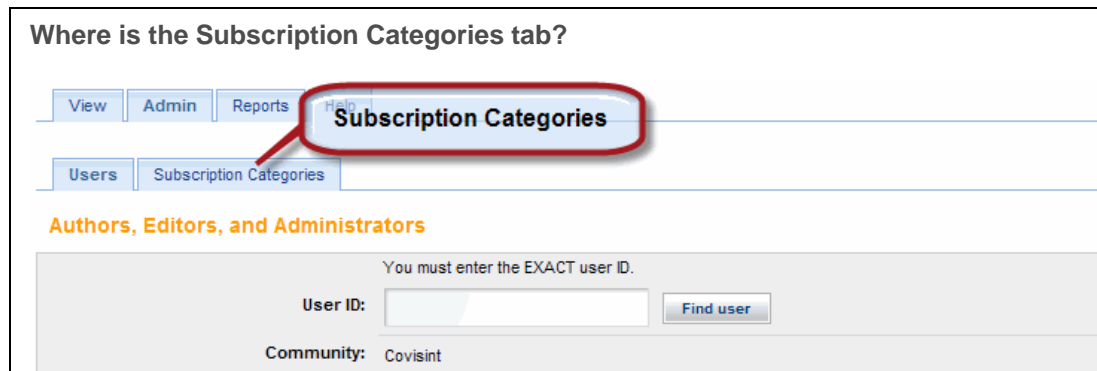
2. Click in the Status column of the category you wish to delete. The system displays a warning dialog indicating that proceeding will delete all user subscriptions to the category group.
3. Click **OK** to confirm the deletion. All user subscriptions to this category are deleted.

> 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.

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.

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.

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.

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.

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.

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

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.

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.

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.

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.

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.

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**

> ℹ️ 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.

- 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*

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.