Resource Guide:

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<th>Name of tool</th>
<th>Yammer</th>
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<td>Type/Classification</td>
<td>Community/Collaboration/Social</td>
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<tr>
<td>Website (training aids)</td>
<td><a href="https://about.yammer.com">https://about.yammer.com</a></td>
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<td>Cost</td>
<td>Free!</td>
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Quick Summary

Yammer is a Private Social Network for Emory and the Goizueta Business School to connect, collaborate, coordinate and innovate. It provides a safe, open and flexible way for our community to engage with each other around common topics of interest. Colleagues can share information, post questions and gather feedback. Yammer can help bridge distance, time zones and silos, to uncover relevant information and find answers to questions.

Yammer can be used as you might have a First Class conference, with the additional functionality of social networking including in-page attachments for images, links, documents, notes and videos. You are also able to tag groups, posts and users and search and follow topics.

You can use Yammer to:
- Rapidly disseminate information to a few or many people, without spamming via email lists
- Ask questions and get quick answers from experts at Emory or within our alumni community (we have to encourage community participation for this to happen)
- Surface decisions and make them visible to everyone
- Share news and announcements with the people who need to know
- Stay up-to-date on what others are working on and what’s happening at Emory and the Goizueta Business School
- Meet colleagues who share your interests, and might like to collaborate
- Gather opinions and ideas from across Emory
- Introduce new hires and students to the school and get them up to speed faster

Key Features:
- Users – anyone with an @emory.edu email account and invited guests (i.e. alumni) can join.
- Networks – Emory is your home network where you will find groups and people. We will also leverage external networks to engage with people outside of Emory.
- Groups – Groups are workspaces within Yammer that are home to conversations, files, and notes, and are typically created around a team, department, task, or project.
  - Public groups are open for anyone on the network to join and private groups require an invitation and approval by the group administrator.
- Things that you can do within a group:
  - Conversations – discussions among members of the group
  - Announcements – the group administrator can share critical or need-to-know information. Group members receive announcements as a Banner on their Home Feed, and as a Message in their Inbox.
  - Events – calendar invitation that people can load into outlook or other calendars and also rsvp attendance.
  - Notes - Collaborate on agendas, take meeting notes, and work together at the same time on a document.
  - Files – Post documents that can be found in a file section and not lost in the conversation feeds even if you post the document in the conversation.
  - Polls – ask the group for input via a poll.

**Caveats**
Like FirstClass, Facebook, etc., it’s only useful for registered and participating users.

**Tips**
Create a group and invite others to join, so they experience first-hand how intuitive Yammer is.

**How to get started:**

Go to [https://www.yammer.com/emory.edu/](https://www.yammer.com/emory.edu/) to create an account.
Please use your netid@emory.edu to set up your account.

Web interface:
COMPLETE YOUR PROFILE

Your Yammer Profile helps colleagues learn more about you, your background and your work experience, while letting them put a face to a name. Here’s how to set it up:

1. In the top right corner of your screen, click on the profile shadow image
2. Select Edit Account
3. Upload a headshot
4. On left side bar, click on Profile
5. Add your job title, department, location, expertise, contact information and any other details, including links to your profiles on Twitter, Facebook and LinkedIn
6. Click Save

You can use Yammer within a web browser, a desktop application on Windows or Mac or via a mobile app for iPhone, iPad, Android or Windows.
MANAGE YOUR NOTIFICATIONS

By default, Yammer will send you a daily email activity summary. You can change this notification to weekly or never.

Here’s how to manage your email settings:
1. In the top right corner of your screen, click on the profile shadow image
2. Select Edit Account then select Notifications from the menu on the left
3. Specify when you would like to receive email notifications by checking or unchecking the boxes next to the list of Email me when options
4. Click “Select the Group notifications you would like to receive by email or text” to expand section. Select desired notification settings
5. Click Save

MAKE YAMMER YOUR OWN

Customizing your Yammer experience begins by joining Groups and following co-workers and Topics of interest to you. Yammer will always deliver relevant conversations to your My Feed, and you can access Groups and Topics directly.

Join Groups: There are existing groups within Emory and GBS or you can create new ones.
1. Click on Groups in the left navigation
2. Browse Groups, then click +Join next to those you find interesting
3. If membership approval is required, request admission
4. You can also join and access groups from your My Feed and by viewing your Activity Stream

When creating a group, ensure you have a clear answer for the following questions:
• What do you want people to use the group for?
• What are you hoping to achieve with a group?
• Who needs to be included in the conversations?

Follow Co-Workers
1. Click on People in the top right navigation bar
2. Browse the list and click Follow next to who you’d like to follow
3. Don’t see a colleague? Invite them to the network
4. You can also follow users by hovering over their thumbnail headshot and clicking Follow on their hover card
Follow Topics
1. Click on Apps in the right navigation
2. Scroll towards the bottom to My Apps and then click Topics.
3. Browse the list, select the Topic of interest, then click Follow
4. You can also follow Topics as applied to conversations or by viewing your Activity Stream

WAYS TO USE YAMMER
- **Browse conversations**: access your MyFeed and Groups to see what’s going on in your groups and with your contacts that you follow
- **Tag** conversations, files and notes for easy searching.
- Upload, share and tag **files** of various types.
- **View other PROFILES**: get to know your faculty, staff and student’s background and expertise
- **LIKE a comment**: show that you appreciate or agree with what someone shared
- **Share a helpful LINK**: post timely articles and relevant news so others can benefit
- **REPLY to a message post**: provide answers, insights, or suggestions
- **Post an UPDATE**: use the Publisher to start a conversation or find what you need
- **Take a POLL**: gather opinions and feedback from others to help inform your decision
- **Promote an EVENT**: use an Event to build awareness about an upcoming activity
- **Email a FILE or NOTE**: simply and securely share a file or Note with external parties from anywhere, anytime. You can also send private messages and instant messages to individuals and groups.

Learn More:
You can get help from the Emory Yammer page at [https://www.yammer.com/emory.edu/](https://www.yammer.com/emory.edu/)
Yammer will likely be quite familiar to anyone who uses common social networking applications. If you have questions, you can contact GTS or explore Emory Yammer or the Yammer homepage at [https://about.yammer.com/](https://about.yammer.com/)

You can also access Yammer from any mobile device using its apps for the iPad, iPhone, Android, Blackberry and Windows Phone. Visit [https://www.yammer.com/about/applications](https://www.yammer.com/about/applications) for more details.