Central Pacific Bank

HOW TO YAMMER

A Guide to Getting Started

Meet Yammer

Yammer is your new social workspace to

- Share updates
- Ask questions
- Get feedback
- And collaborate on files and ideas
  all in one central location...OUTSIDE of email.

aloha!

YAMMER
ETIQUETTE

Yammer Rules of Engagement

1. Always show *Aloha*. In other words, be nice, watch your language, don't post offensive material, and be open and accepting of new ideas.

2. Never share a customer's personal information, non-public information, or anything proprietary to the Company or your role to All Company posts or any other group of individuals that should not have access to the information you are posting.

3. If you're questioning if your post is OK, it's probably not. *Don't post it!*

4. Remember, this is a work tool, so everything should always be "work appropriate."

5. Yammer is not the best place to store long-term projects or documents. Our Yammer admins may periodically clean up inactive threads and outdated content.

6. *Have fun!* Share stories about your team members and the awesome things they're doing to make our customers happy.

DO...

1. **Share things you're excited about**. Post about what you're working on, something you read and what you're learning.

2. **Keep it short**. Make your posts easy to scan, 2-3 sentences per paragraph. Add a file or a note for longer messages.

3. **Be a Cheerleader**. "Like" posts. Use the "Praise" feature. Share team milestones, successes and customer compliments.

4. **Connect and add value**. Jump into conversations with an answer or mention someone (@name) who you think can help.

5. **Ask**. Need something? Chances are, someone at CPB knows the answer or someone who can help.

6. **Search first**. Before you ask... did someone post it already? Do a quick search.

7. **Keep private stuff private**. Use common sense.

8. **Post to "All Company" with purpose**. When you don't know which group would be appropriate for your question or you want to share something with the entire company.

9. **Respond**. Engage on your own posts, as well as posts from others.

AVOID...

1. **Solicitation**. Imagine dozens of posts about face products and vitamins and jewelry...Yeah, we can't either.

2. **Posting when angry**. If you're upset by something someone else said, pause...don't post when angry. You'll probably regret it.

3. **Being negative**. Constructive candor is good, but avoid personal remarks, sarcasm, public embarrassment and blame. That's not the CPB way.

4. **Posting about religion and politics**. Faith and politics are very personal for many people, and Yammer isn't the place for these topics.

5. **Sharing content from a private group**. Do we really need to say more?

6. **Using profanity or ALL CAPS**. Please, just don't.

7. **Have a point**. Don't post about your lunch... Instead, tell us what you learned at lunch.

8. **Cat videos and the like**. Yammer is a place for business, dialog connections and engagement for work. Look to Facebook, Instagram, or Twitter on your free time for mindless entertainment.

uh, hello?

Need help?

If you believe a post is inappropriate, please contact your Yammer Group Administrator.

If you have a Yammer specific question, message or email a Yammerite Team Member.
Yammerite Team: Wendilee, Faye, Leslie H., Mari, Tricia, Jo, Davin, Dominick Y.

Technical questions, please contact the Help Desk.

For all other questions, you may reach out to the Marketing Team.

Getting Started

1. **Update your profile**

2. **Adjust your feeds and notifications**

3. **Request a group to Adrienne Chee**

4. **Invite coworkers**

5. **Start posting**

6. **Yammer on the go – Mobile App**

are you ready?

Yammer

Microsoft

Quick Start Guide

Connect and engage across your organization and tap into the knowledge of others.. Sign in to your Office 365 subscription and select **Yammer** from the App launcher.

Tabs
Home, messages, notifications

Personalize your profile
Edit your profile and notification settings

Discover conversations
Select **Discovery** (selected relevant conversations), **All**, or **Following**.

Start a new conversation
Post an **Update**, **Poll**, or **Praise**. Use **Hashtags** (#) for relevant topics.

Search for answers
Find files, conversations, and people.

Create a new group
You can make a group open to members from outside your organization..

Find an existing group
Keep up with a topic or project,. Some groups require approval to join.

Have a private conversation
Send a private message directly to someone's inbox.

Join a conversation
You can **Like**, **Reply**, or **Share** a post. Use **@mention** to include a specific person.

Recent activity
See what's been happening in your network.

Screenshot labels

Office 365 | Yammer — Emily Braun

GETTING STARTED — 40%
Write your first post
Follow your coworkers
Get the Yammer Mobile App

Update | Poll | Praise
What are you working on?

DISCOVERY | ALL | FOLLOWING

CONTOSO GROUPS
Accounting
All Company
Create a group
Discover more groups

Sales Opportunities | Join
Molly Dempsey – April 14, 2017 at 3:11pm
I just got some great feedback from Fabrikam. They are looking forward to partnering with us in future sales. #salesofferings Megan Bowen
cc Megan Bowen
LIKE | REPLY | SHARE

#Salesofferings
Adele Vance – January 19 at 3:13pm
Sharing my feedback notes.
Fabrikam Feedback
Sales Opportunities › Files
LIKE | REPLY | SHARE

PRIVATE MESSAGES
Create your first private message by clicking the + button next to this tip.
Create a message

Write a reply

INVITE YOUR COWORKERS
Yammer works best when your team is here too.
Invite them now

NETWORK USAGE POLICY
Your use of Yammer is governed by the Contoso Acceptable Use Policy.

RECENT ACTIVITY
Molly Dempsey created the New Hires group.
Molly Dempsey created the Onboard group.
Adele Vance uploaded Tracking list to the Accounting group.
Adele Vance created the Accounting group.

APP DIRECTORY
3 new featured apps added to the App Directory this week.

SUGGESTED PEOPLE

Yammer

Edit your Yammer profile

Select ⚙ > **Edit Settings** > **Profile** to update your profile picture and information. The more complete your profile, the easier it is for others on the network to find you.
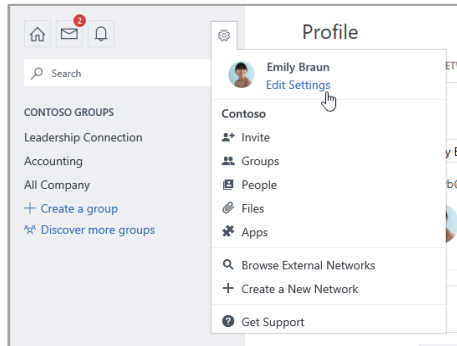

Set notifications

Select ⚙ > **Edit Settings** > **Notifications** to receive a daily or weekly email summarizing when specific activities happened in your network.
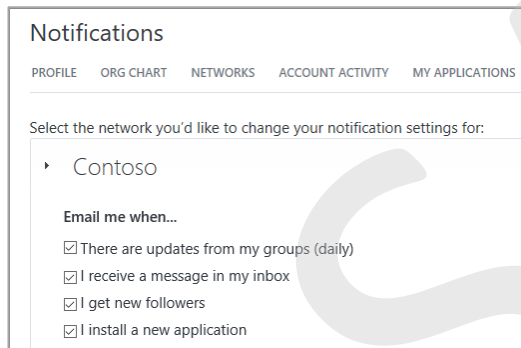

Discover conversations

After selecting the Yammer home tab on the left rail, select a feed tab (**Discovery**, **All**, or **Following**) to the see the newest info available. **Discovery** suggests relevant conversations based your Yammer subscriptions and interactions.
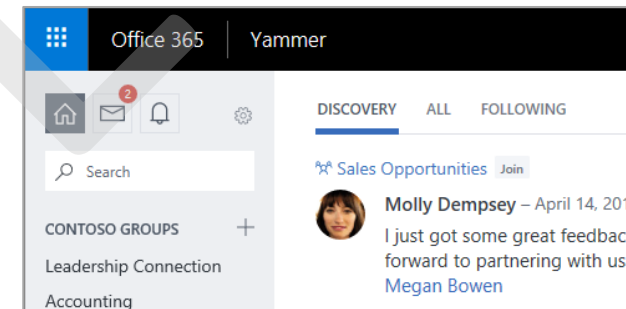
Search for answers

Type keywords into the search bar to find files, conversations, groups, and people. Select **See All Search Results** to see more detail and to filter the results.
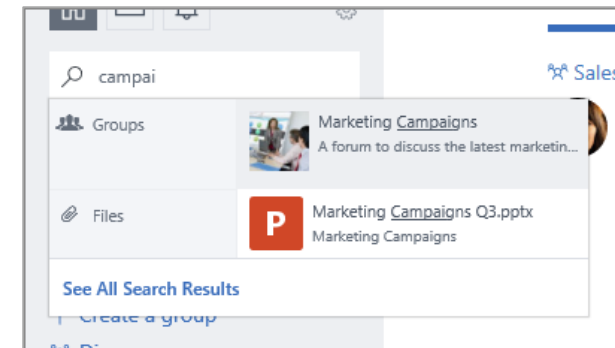
Yammer

New Yammer user checklist

Use this checklist to mark off these recommended actions for getting started on Yammer.

☐ **Upload your profile picture**
Use a real photo of yourself! Keep your O365 profile picture up-to-date, so people can put a face to a name. Keep it professional, but let your personality show.

☐ **Complete at least 3 profile fields**
We recommend Department, Location, and Expertise. If your department, location and photo haven't been pre-populated, please make sure to update! Your profile helps your colleagues seek you out by searching keywords associated with your role and expertise.

☐ **Follow at least 3 coworkers you work with directly**
Connecting with your colleagues through Following helps personalize what groups and discussions you see.

☐ **Join at least 3 groups based on your work or interests**
Use **Search** to find relevant groups, and select **Join** to see conversations and become a member of that group.

☐ **Join the [New to Yammer/Yammer 101/Yammer Help] group**
Ask questions and learn more about using Yammer to get work done.

☐ **'Like' a message post that appeals to you**
It's a simple but powerful way of connecting with a colleague and the ideas they are sharing. Don't be shy!

☐ **Reply to a coworker's message with a comment, question or suggestion**
Look for a conversation that you'd like to contribute to. Reply to add your response and keep the discussion going.

☐ **Say hello and post a message about what you do here at the company**
Find a Group to introduce yourself. Try typing a colleague's name to bring them into the conversation.

☐ **Set your preferred email notifications**
Under your Profile you can adjust what type of email notifications Yammer will send you.

☐ **Download Yammer mobile apps**
If you use a smartphone or tablet, you can use Yammer on the go! Visit your app store and search for Yammer to install.

Next steps with Yammer

Find help
Explore the help and training for Yammer and other Office apps.
Visit **https://go.microsoft.com/fwlink/?linkid=871135** for more information.

Get free Office training, tutorials, and videos
Ready to dig in the capabilities that Yammer has to offer?
Visit **https://go.microsoft.com/fwlink/?linkid=871133** to explore our free training.

Send us your feedback
Love Yammer? Got an idea for improvement to share with us? Select **? > Feedback** and then follow the prompts to send your suggestions directly to the Yammer product team. Thank you!

What are some suggested groups to join?

Groups

1. Yammerites
2. Company Announcements
3. Customer Experience
4. Community Relations
5. All Marketing
6. All HR
7. All IT
8. All Business Banking
9. All Branch Banking

Clubs

- Tennis Team
- Mountain Ball
- Hiking and Foodie Club
- Jigsaw Puzzle Club
- Toastmasters Club
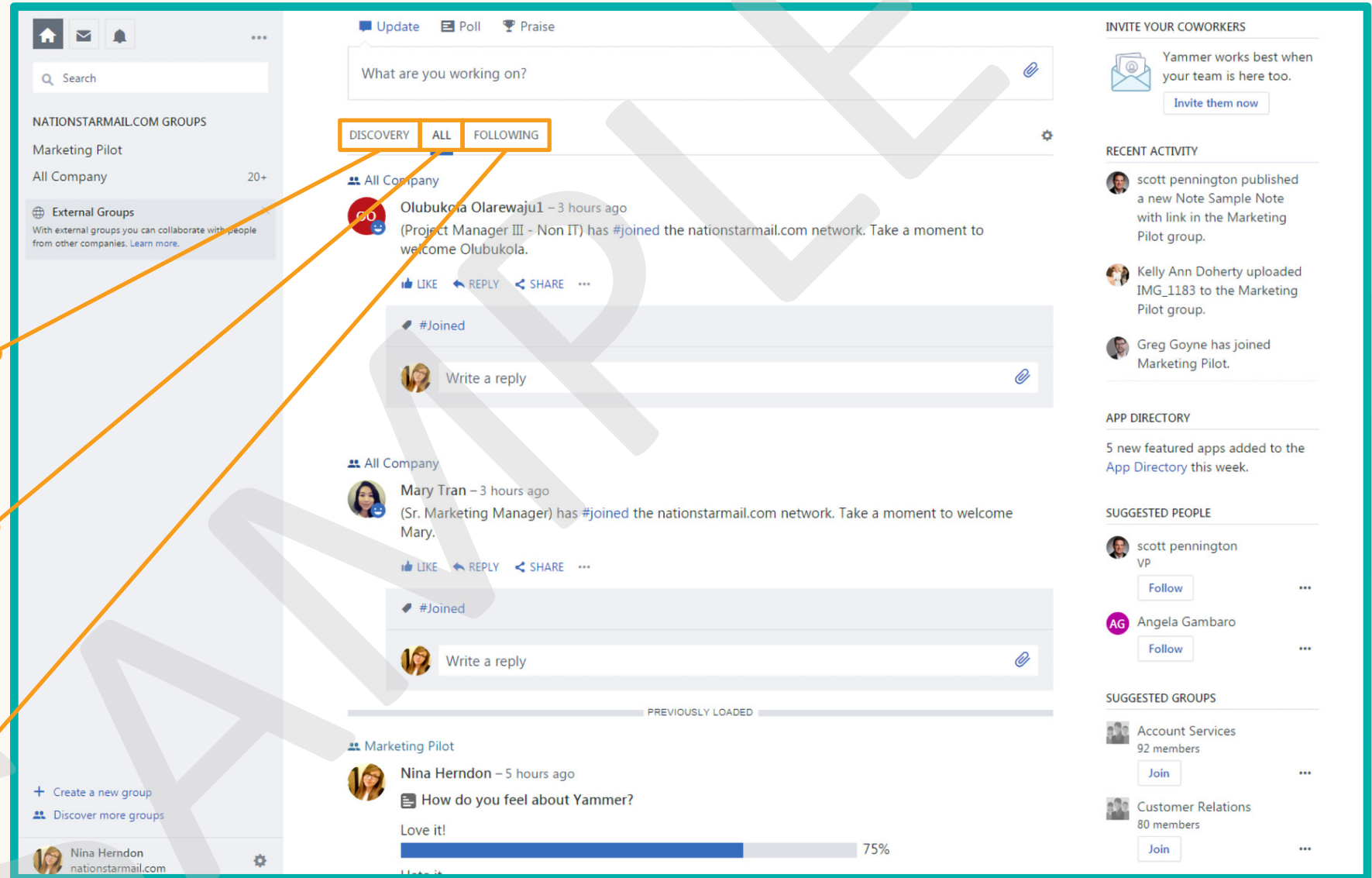
ADJUST YOUR FEEDS

Discovery

Displays posts that you may be interested in

All

Displays all public activity within the CPB Yammer network

Following

Only displays activity from people, groups or topics that you are following

---

Update   Poll   Praise

What are you working on?

DISCOVERY   ALL   FOLLOWING

All Company

Olubukola Olarewaju1 – 3 hours ago

(Project Manager III - Non IT) has #joined the nationstarmail.com network. Take a moment to welcome Olubukola.

LIKE   REPLY   SHARE   ...

#Joined

Write a reply

All Company

Mary Tran – 3 hours ago

(Sr. Marketing Manager) has #joined the nationstarmail.com network. Take a moment to welcome Mary.

LIKE   REPLY   SHARE   ...

#Joined

Write a reply

PREVIOUSLY LOADED

Marketing Pilot

Nina Herndon – 5 hours ago

How do you feel about Yammer?

Love it!

75%

Search

NATIONSTARMAIL.COM GROUPS

Marketing Pilot

All Company   20+

External Groups
With external groups you can collaborate with people from other companies. Learn more.

Create a new group
Discover more groups

Nina Herndon
nationstarmail.com

INVITE YOUR COWORKERS

Yammer works best when your team is here too.
Invite them now

RECENT ACTIVITY

scott pennington published a new Note Sample Note with link in the Marketing Pilot group.

Kelly Ann Doherty uploaded IMG_1183 to the Marketing Pilot group.

Greg Goyne has joined Marketing Pilot.

APP DIRECTORY

5 new featured apps added to the App Directory this week.

SUGGESTED PEOPLE

scott pennington
VP
Follow   ...

Angela Gambaro
Follow   ...

SUGGESTED GROUPS

Account Services
92 members
Join   ...

Customer Relations
80 members
Join   ...

START POSTING

Default Posting

When you share an Update, Poll or Praise from your homepage, it automatically selects to share with "All Company"

#YammerTips: Post to All Company with purpose. Hint... it's like "reply all" on email and most of the time you shouldn't!

You have the option to:

• Select the group where you want your post to display
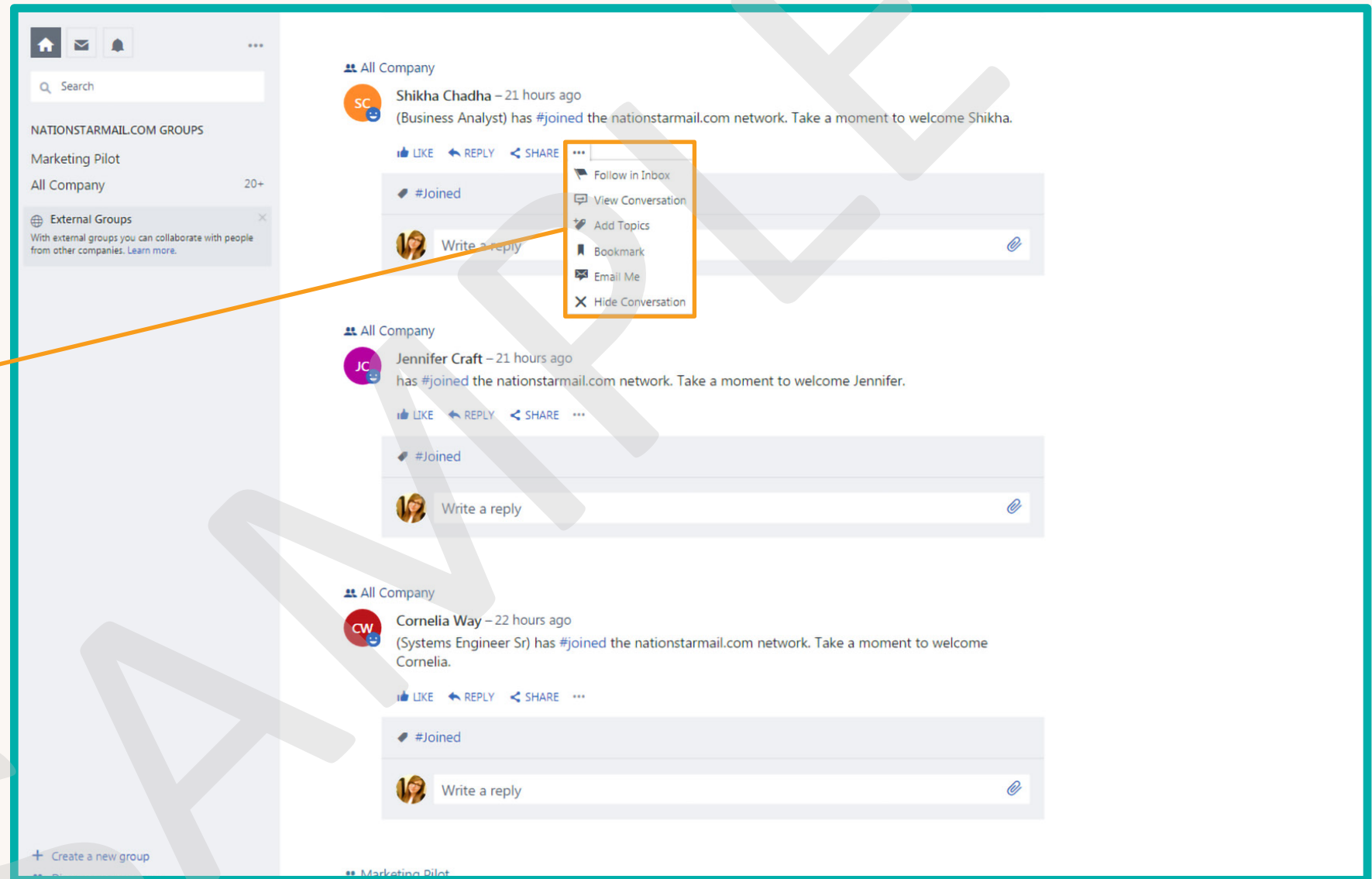
• @mention people

• Add files 🔗

• Add #topics
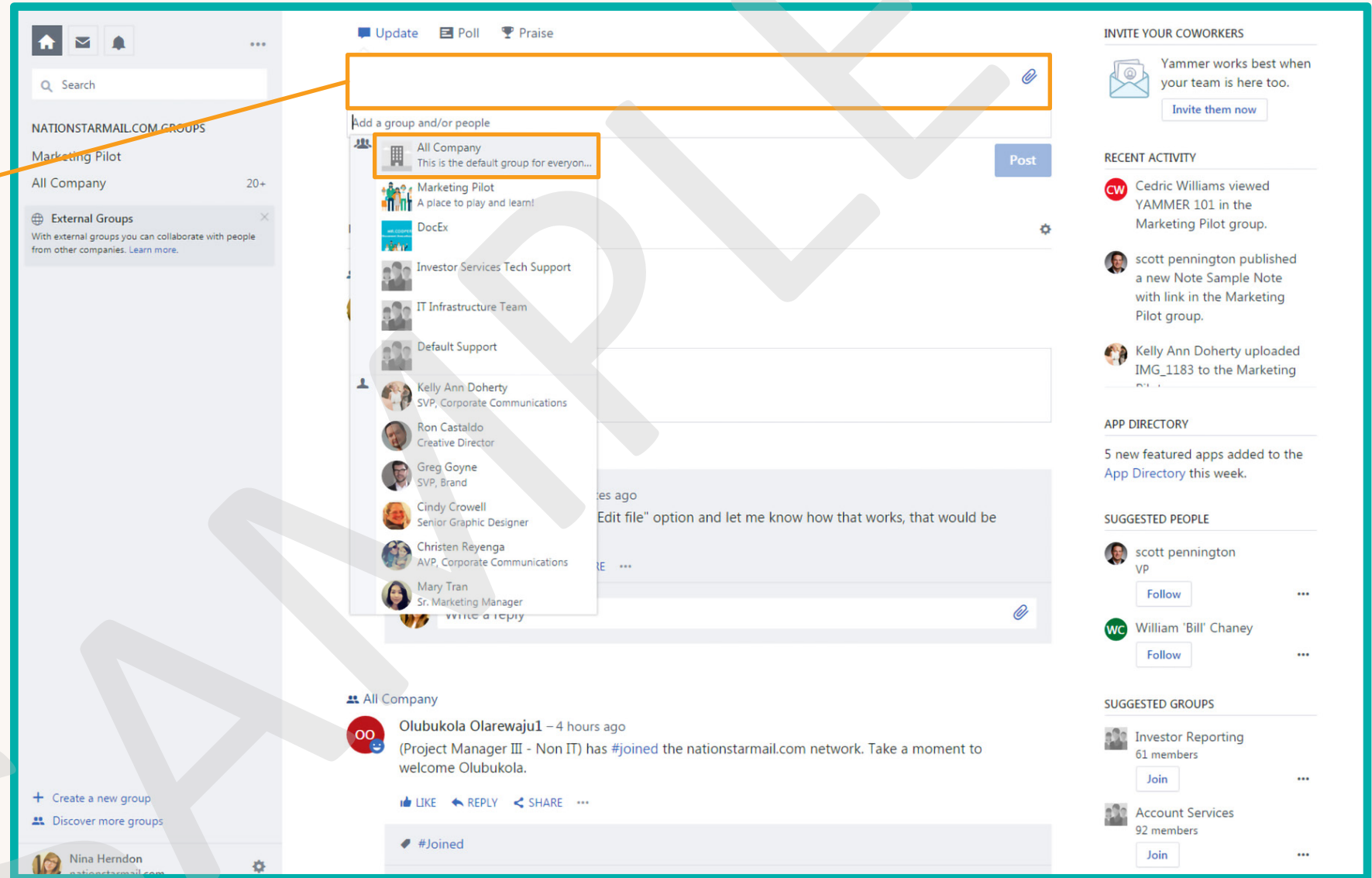
START POSTING
CONTINUED

Click [⋯] beneath a post to

- Follow a conversation in Yammer Inbox and receive notifications

- View the entire conversation

- Add topics to a post

- Bookmark to your profile

- Email a post to yourself

- Hide a conversation you don't want to see

Before requesting a new group, ask yourself...

1. **Does this group already exist?** Use "Search" and "Discover more groups" to check.

2. **What is the business value?** Make sure there a specific purpose, focus or conversation that this group will address.

3. **Are you the right Admin?** Adrienne will assign you (the requester) as the admin for the group. You will be responsible for monitoring activity.

let's go!