CA User Group website

Getting Started Guide for UG members

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CA Technologies

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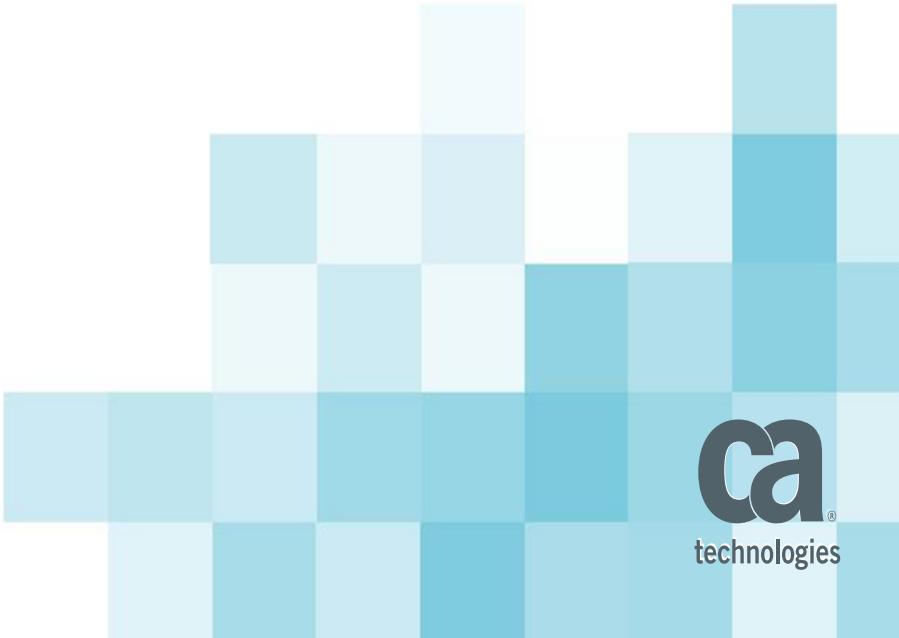

Content

- Get involved with the CA Community (Best Practices)
- Steps for main actions
  - How to join the Community
  - How to Start a conversation or ask question (online Forum)
  - How to create content (File, Video, Poll, …)
  - Connecting with People / Update your profile
- Ideation : provide input to CA Product Management
  - Submit your idea to enhance the product
  - Vote for an idea
- Useful Links

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Introduction

Welcome to the CA Regional User Groups Guide for UG members.

This guide is designed to help user group members in Europe learn more about the CA Communities program & get familiar with the CA Communities new platform under Jive. It is also intended to provide some Best Practices to help members get involved in their UG activities & be active contributors.

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How can I get involved

with the CA Community ?

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1) Join the Community

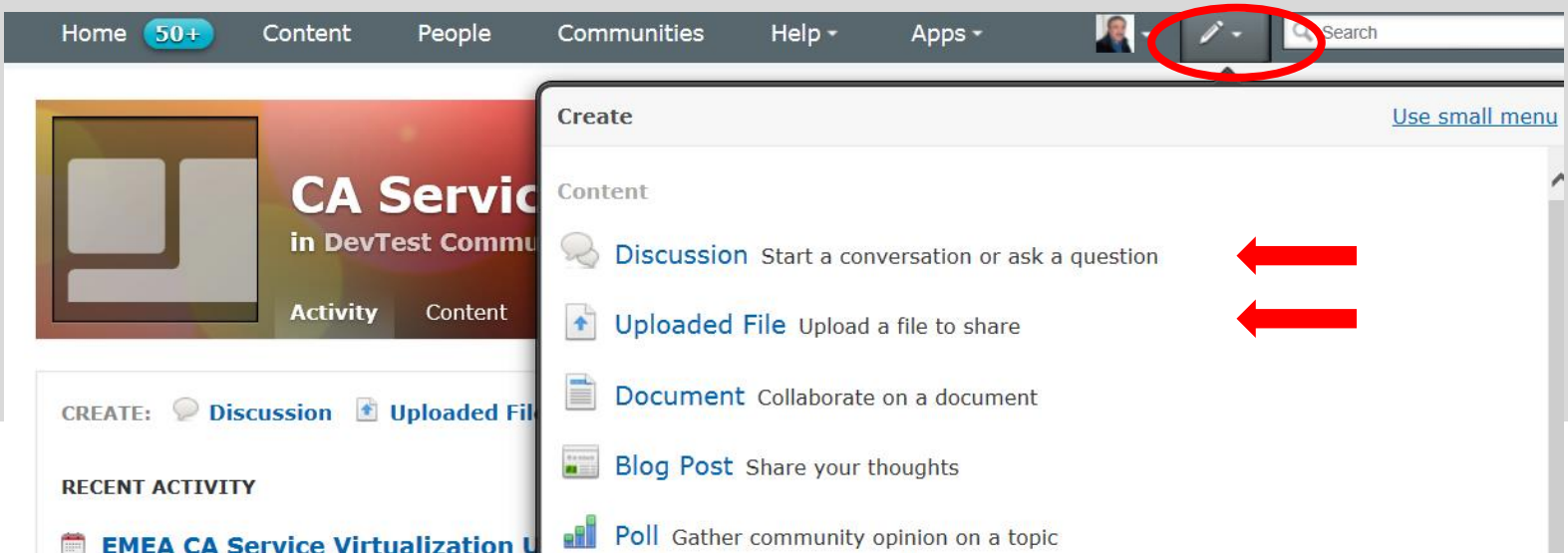
1. https://communities.ca.com/community/ca-idms-iua-eiua/uk-idms-user-association
2. **Login** (email / password) - use your Support identification, or create an account
3. Click on '**Following**' box on the top right of the page, Select the **inbox** and click **done**.

   This will make content flow to your inbox. You will now see "**Following in 2 streams**"

2) Share your experience & knowledge

- **in-Person meetings :** User presentations, Roundtable discussions, …

- **Online :** Click on '**Action**' to share file, video …, or start a conversation ('**Discussion**') ..



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3) Be active contributor

Get involved in the user group activities (as User Group member, or Board member)

- Make suggestions, ideas, Topics for the next UG meeting, …
- Contribute to enhance the CA solution (Ideation …)

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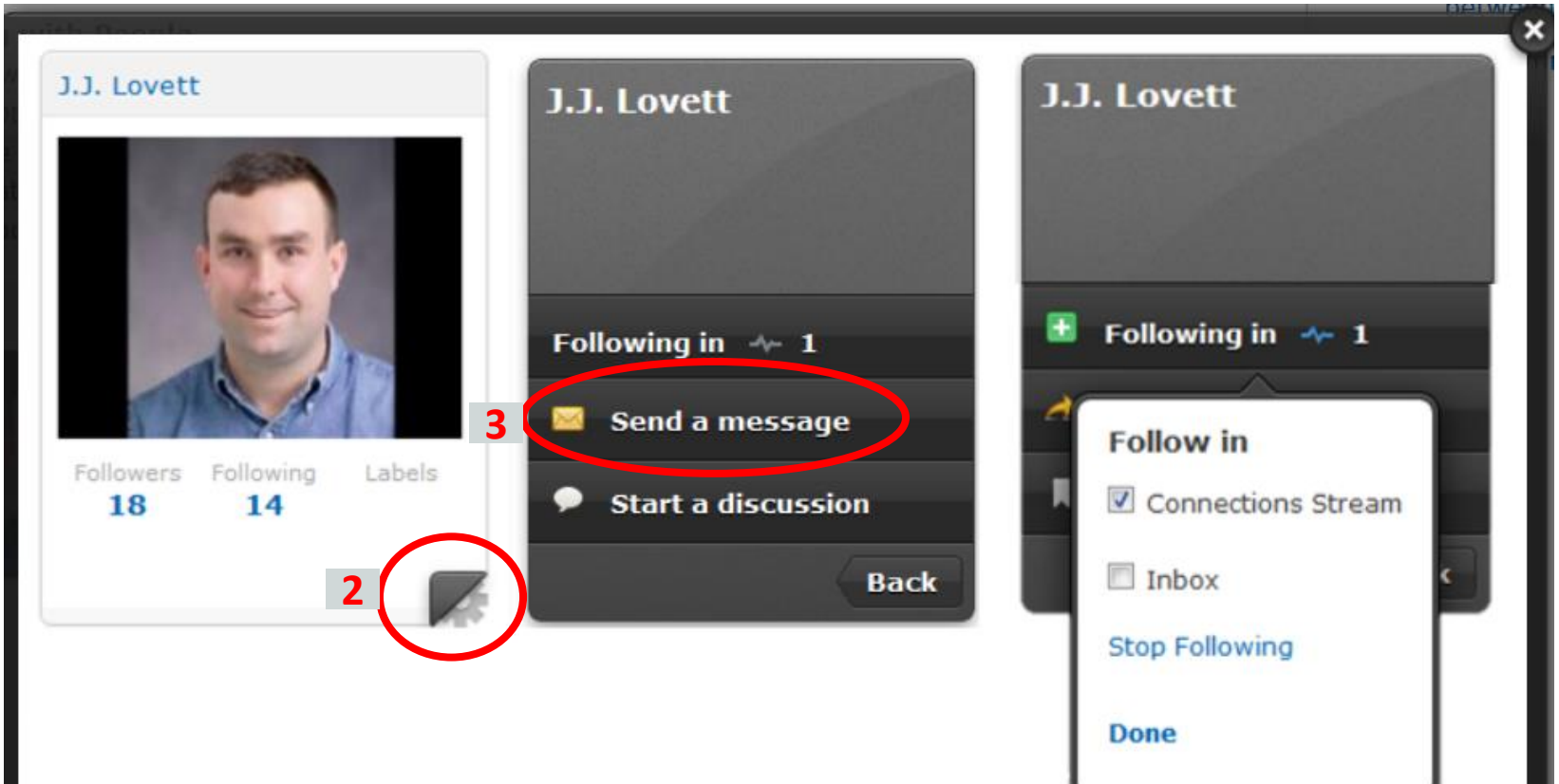
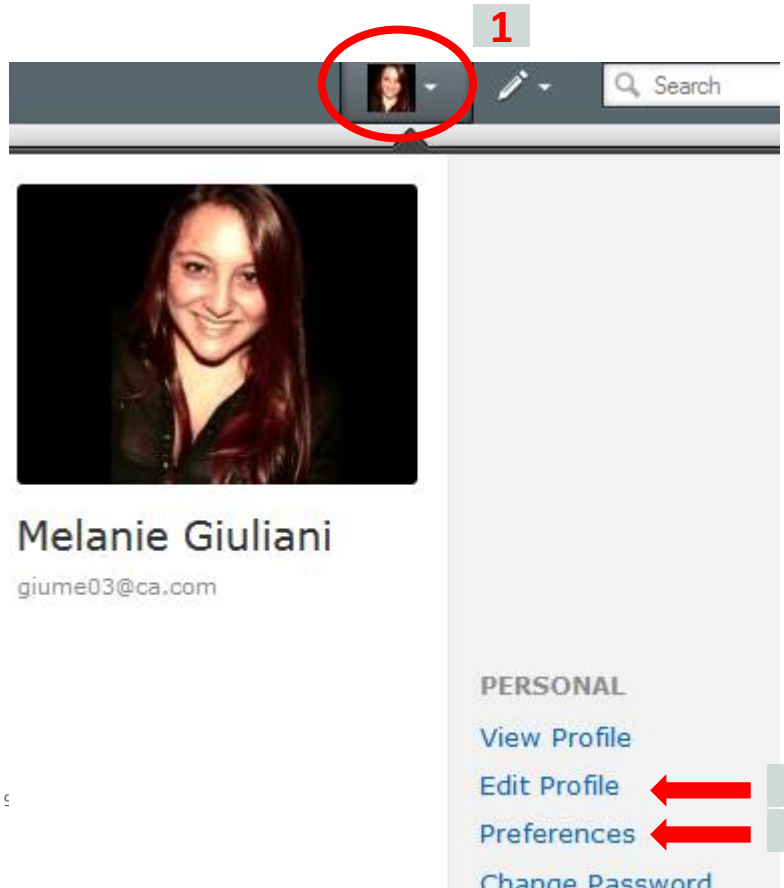
Connecting with people

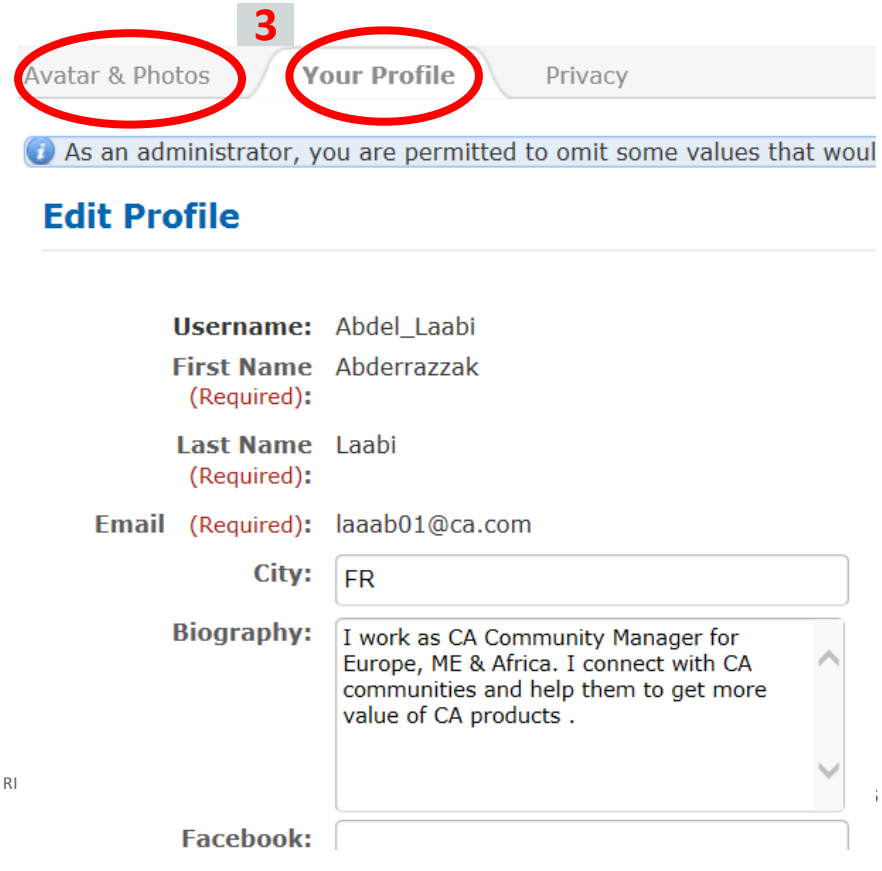
1) Click on **People** tab and use the sorting options to filter and find relevant people.
2) Click on the gear image in the bottom right corner of that user, and click "**follow**." and choose whether to follow that user via your inbox or connections stream.
3) Send Private message



Update your profile

1) Click on the drop menu on the top of the page
2) Click on **Preferences** and update your time zone, language, …
3) Click on **Edit Profile** to load your photo, update your Biography, …





Ideation : Submit & vote for Product Enhancement ideas

Submitting ideas for product enhancements

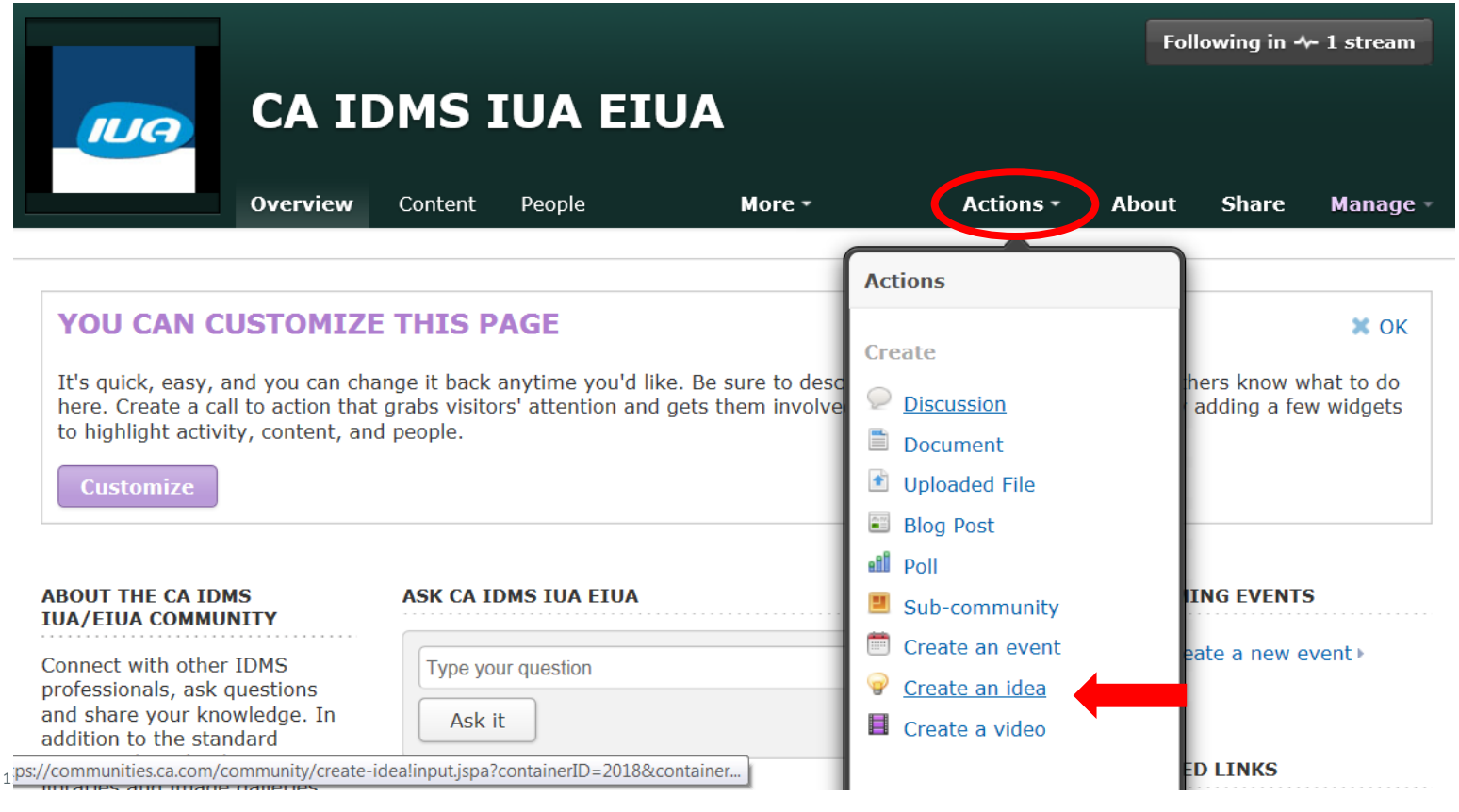
Voting on and discussing ideas from other community members

Opting into product validation programs to test incremental process and provide feedback that will influence the next software iteration

5 of the 9 marquee features for the CA Clarity 13.3 release came directly from its Global User Community, which receives **~100 ideas per month**

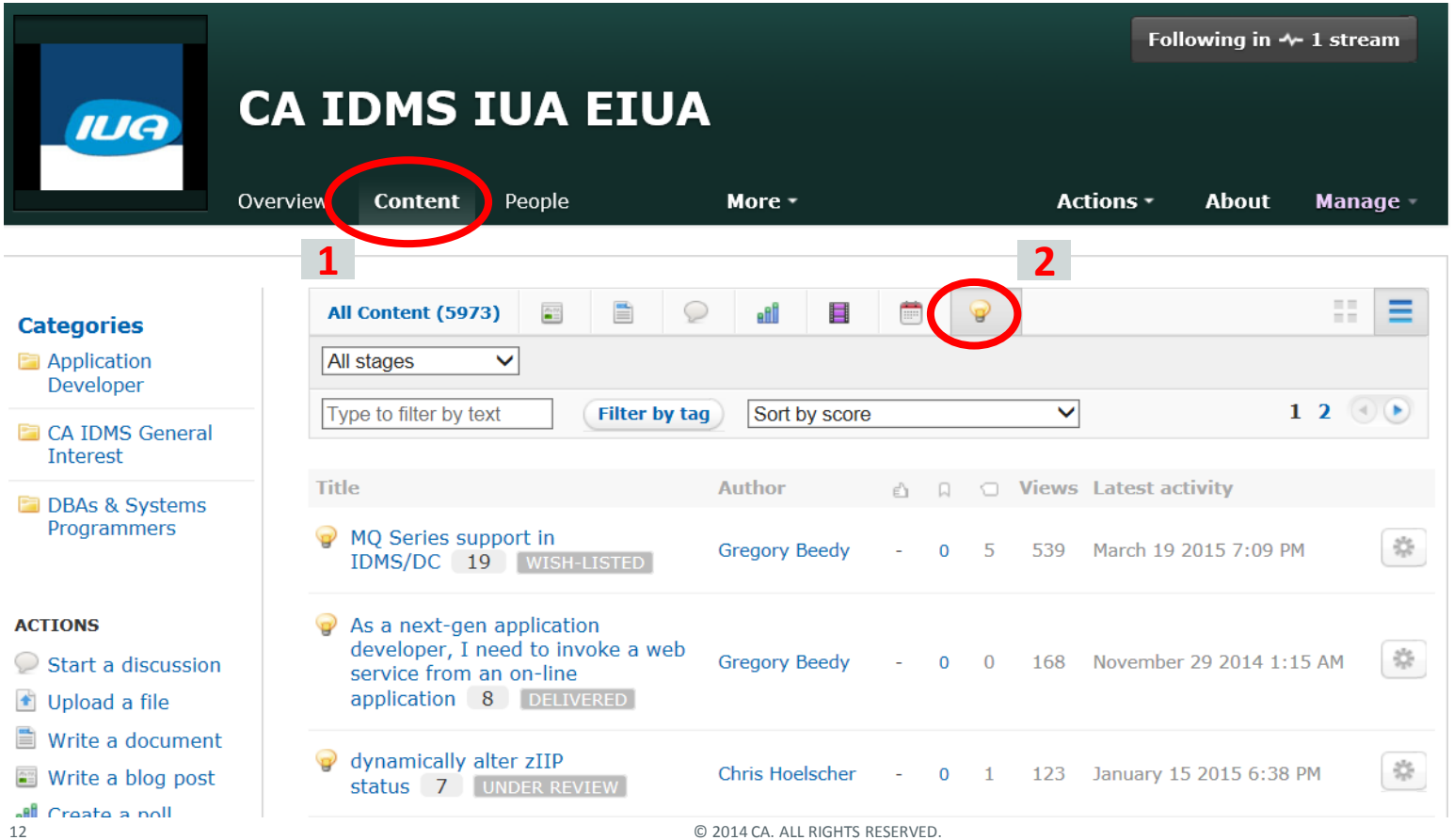
Ideation : Submit ideas for product enhancements

1) **Global Community :** https://communities.ca.com/community/ca-idms-iua-eiua
2) Login (email / password)
3) Click on **Action** tab on the top, then **Create an Idea**



Ideation : Vote for ideas from community members

1) Click on **Content** tab, 2) Click on **Ideas** ( ) to list all the ideas



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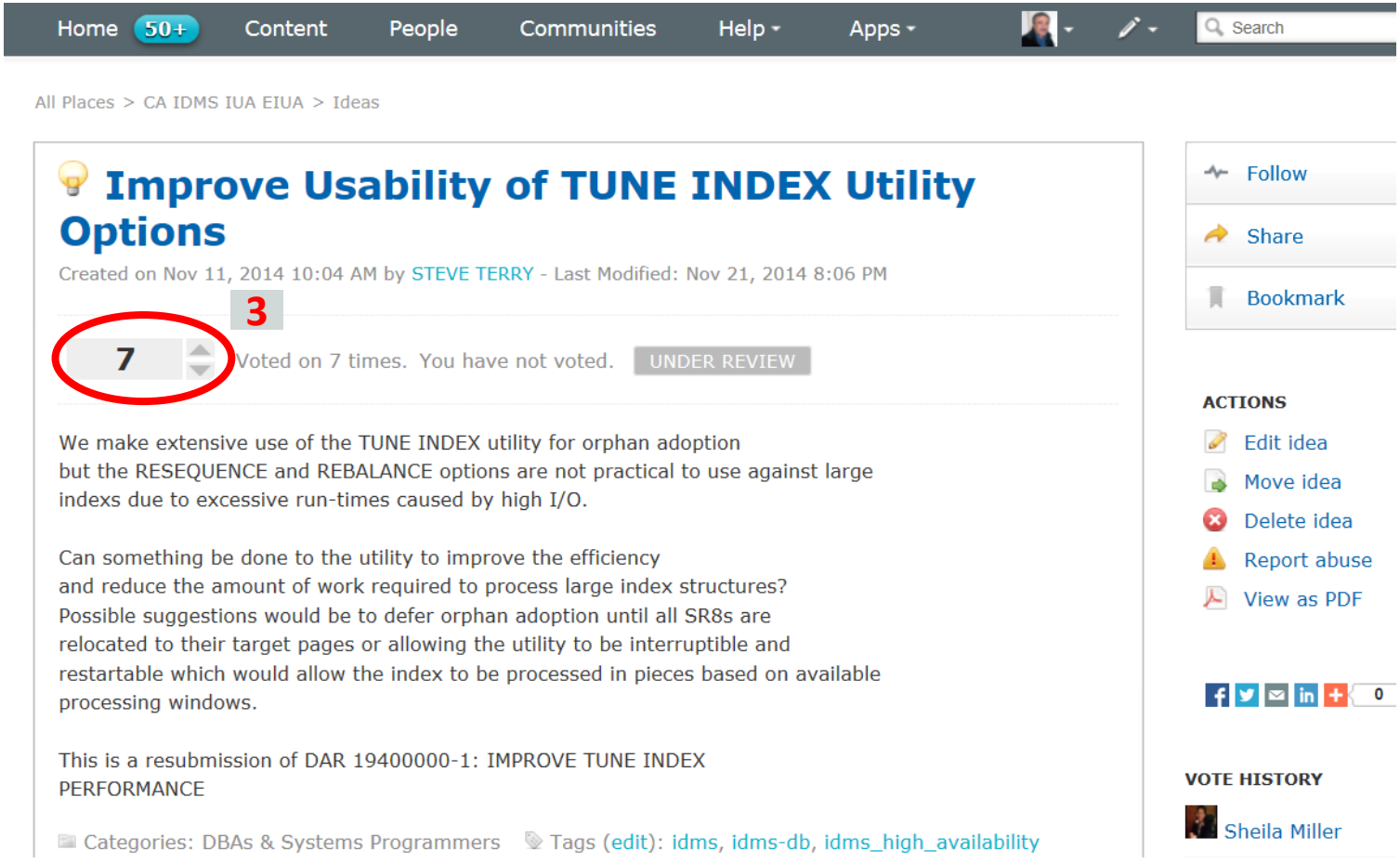
Ideation : Vote for ideas from community members

3) Click on an idea in order to open it, then **vote** through the button on the top left



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Ideation : Benefits

- Enables transparency and turns enhancement requests into conversations
- Places context around the priority and value of an idea
- Maximizes the input of our customers into our development process
- Provides a timely decision for customers' ideas
- Keeps customers informed of decision and status changes
- Builds trust with our customers that we are building products based on open, transparent and collaborative process

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Useful Links

CA Communities User Guide

Ideation (Video) : https://communities.ca.com/videos/1447

CA Communities Major Changes & FAQs

The Water Cooler
is also the go-to spot to ask questions, submit ideas, or find tips, tricks and training pertaining to the CA Communities

CA Communities : Main site, All Regional & Global communities

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