GSA Interact

Group Management & User Guide

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U.S. General Services Administration
Federal Acquisition Service
Office of Customer Accounts and Research
Customer Outreach Division (QC0B)
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Preface

The General Services Administration (GSA), Federal Acquisition Service (FAS), Office of Customer Accounts and Research (QC) manages the enterprise-wide collaboration platform, GSA Interact (interact.gsa.gov). The team designed and launched the platform in 2010 in order to provide a .gov domain for customer and stakeholder engagement. Since its inception, Interact.gsa.gov has allowed for an open and transparent integrated collaboration environment using social media technologies available via the free, open source Drupal Commons application (Drupal is a widely used web application employed by the White House website among countless other government and commercial sites).

The site provides an open forum for collaboration across GSA public procurement and an integrated presence where GSA social media conversations and interactions are aggregated in support of communities of interest. The overarching intent of the site is to enable a more direct, straightforward dialogue around acquisition topics and facilitate connections among GSA staff with customers, stakeholders, constituents and the general public. Launched in response to the Administration’s Open Government Initiative, GSA Interact is a public forum. This means that the public group content as well as the educational content is freely available for open consumption. Additionally, Interact’s registration process (with currently over 60,000 members) and integration with the FAS Customer Relationship Management (CRM) tool provides a substantial number of leads into the Salesforce application and plays a pivotal role in serving customers, partners and stakeholders improving customer loyalty and in contributing towards FAS revenue and market share goals.

Since GSA Interact is not a commercial social media application, and is owned and controlled by GSA, the site provides additional levels of access to analytics (Google Analytics) and other data, and is easily customized to provide for a range of needs. The site is not a System of Record. The site complies with all GSA and FAS policies regarding privacy, security and social media collaboration (including the 2010 FAS Social Media Framework).

Purpose

In an effort to continually improve the user experience, Interact.gsa.gov was redesigned in FY2013 to have a more intuitive graphical presentation and increase the level of engagement among users. The changes associated with this redesign and move to Drupal 7 improved the visual presentation of the site and updated its functionality. This user guide was originally developed to give an overview of those changes to key stakeholders and group owners, and now serves as an overarching guide to the basic functions of the site.

Please note that the refinement of Interact.gsa.gov is an ongoing process and additional improvements are frequently slated for development and implementation on the site. The GSA Interact Leadership Team in FAS/CAR’s Customer Outreach Division, including Program Managers Charley Schollaert (charley.schollaert@gsa.gov) and Luis Medina (luis.medina@gsa.gov), welcome suggestions and feedback from users and group owners alike. As such, this user guide should be considered a living document where sections will be revised and added as needed.
1. Site Components

GSA Interact is comprised of two primary areas: 1) Communities and 2) Education. Communities or groups are public or private collaboration venues and are organized by topic. As of May 2014, there are over 20 public groups and a half a dozen private groups. The Education area lists upcoming in-person and virtual educational opportunities, as well as on-demand offerings. Additionally, as a customizable collaborative platform, Interact offers the Dashboard and My Interact areas where the individual user experience can be customized.

The following is a basic, high-level description of the site’s main pages and components.

1.1 Home Page

The home page of Interact.gsa.gov is intended to promote quick action, where new users can investigate the site by clicking on the callout to join, connect, discuss or learn. The bottom of the home page displays feeds of featured content and links to featured groups. Please contact the Interact Leadership Team to learn more about how featuring to the home page works.
Join
By clicking on the Join callout on the home page, a site visitor will learn about the benefits of registered membership with Interact with links to become a member, see the list of public groups and watch a video of a group manager discussing the Interact experience.

Learn
The call out for Learn takes site visitors directly to the Education area where they can view the many upcoming events and training opportunities available. This includes upcoming in-person sessions across the country and upcoming live webinars, as well as on-demand offerings and other recordings. The upcoming trainings are added by campaign owners (Customer Service Directors and others) into the agency CRM tool (currently Salesforce) and published simultaneously to Interact and to the GSA main website (the portal).

Discuss
Discuss brings site visitors to a page showing a chronological listing of the most recent blog posts published on Interact. These blogs vary in topic and offer a glimpse into what’s trending and invite the public to learn the latest as well as Interact members to dive in and begin collaborating.

Connect
An alphabetical list of all of the public groups on Interact is displayed when a site visitor clicks on Connect. Each group name is paired with a brief description giving visitors an idea of what may match their interests.

1.2 Dashboard
For those users that are already members of the site, they have the option to quickly login in the top right hand corner and will then be taken directly to their user dashboard.

The dashboard is where registered users land after they have logged in to the site from the homepage. Here members will find a collection of all the latest content related to the groups they have joined, a listing of groups to which they are a member, latest updates to content to which they have subscribed, as well as the activity of their Interact friends.

The central section of the Dashboard page shows a feed of the latest content from their groups sorted by the most recent post or activity (Last activity date/time is geared to the date of content publication or as the most recent comment). Here users are shown a preview of the content and have multiple options to take action, including read more, share, subscribe, like and comment.

- **Read more** – allows users to read the full text
- **Share** – allows users to share to other social media platforms like Facebook, Twitter, LinkedIn and many more
- **Subscribe** – adds the post into the “My Subscriptions” area on the Dashboard so that it can be more easily followed.
- **Like** – allows users to show appreciation (available for blog entries, discussion posts and wiki posts).
- **Comment** – (after having selected Read More); allows users to submit for moderation their thoughts or ask questions
1.3 Community

The Community page shows a listing of the public groups. By navigating to a group, whether logged in or not, viewers see all of the group’s public content.

The group homepage has a standard appearance with customizable parts. It’s built to give visual focus on the stream of content shown in the middle of the page. Much like the dashboard, this central section shows group content sorted by the most recent post or activity providing group members with multiple ways to engage with or respond to the content.

Beyond the central section, the column on the left side of the page promotes featured content as determined by the group owners as well as popular tags and groups feeds (if that feature is enabled). In the column on the right, users are shown a quick overview of group information, upcoming group events (if applicable), an announcement (if applicable) and the group’s newest members, as well as a listing of all group members organized by user name by date having joined the group.
At the discretion of the group manager, group members and site visitors (i.e. those without an Interact account) alike can have the option to subscribe to a group in order to stay up to date on the latest activity via email. Group managers can facilitate the subscription process by activating the “Announcement” block and adding a “Subscribe” link to their group (seen in the above graphic in the middle of the right column). Once available, users that click in the Subscribe section (text may vary) will be directed to the agency email notification application (currently GovDelivery) where, by providing their email address, they subscribe to the selected group. Group managers are appointed as administrators of their group’s GovDelivery instance, and can elect options such as immediate delivery or delivery that would require approval by the administrator before being sent. Please contact Charley Schollaert for additional information about the email subscription/send process. The GovDelivery application is managed out of the GSA Office of Communications and Marketing (OCM) and has been offered to FAS as a free service for FY14. For a complete listing of GSA’s GovDelivery topics and Interact group subscription opportunities, please visit www.gsa.gov and refer to the “Sign up for GSA
updates and alerts” box which directs to this page: [https://public.govdelivery.com/accounts/USGSA/subscriber/topics](https://public.govdelivery.com/accounts/USGSA/subscriber/topics) after an email address is entered:

![Email Updates](image)

### 1.4 Education

GSA Interact offers site visitors a wide range of educational opportunities, both live and on-demand, across a variety of topics (many of these educational opportunities are mirrored on the main GSA website). The Education main page (pictured below) displays two main categories of educational opportunities: Upcoming Live (including In-Person and Virtual) and On-Demand/Recordings (in both webinar and video format). Users do not have to be registered members of Interact to view the educational information, but must log in to register for an educational event and, where applicable, earn CLPs.
Upcoming Live: In-Person

By clicking on the In-Person call out on the Education page, a site visitor will be able to view the upcoming event taking place at locations across the United States. Events can be found on the interactive map or chronological listing, both of which contain specific information about the event and a link to register.

Upcoming Live: Virtual

The call out for Virtual takes site visitors to the chronological listing of educational opportunities available from the convenience of their computer. Like the in-person events, each virtual event contains specific information including a brief description, the number of CLPs available and a link to register.

On-Demand/Recordings: Webinars

The On-Demand webinars are listed in alphabetical order and range in topic from “AutoChoice” to “Using Government Charge Cards in Emergency Situations.” Each webinar has a description of the material offered and the potential CLP credits to be earned.

On-Demand/Recordings: Videos

Within the Videos section, site visitors can access videos on a variety of topics, often with no registration required.
The Education section is managed by the FAS/CAR Events & Training Branch. Please contact Tina Johnson (tina.johnson@gsa.gov) or Steve Roberts (steven.roberts@gsa.gov) for questions about Events, Liz Owens (liz.owens@gsa.gov) for questions about Training or Dawn Alexander (dawn.alexander@gsa.gov) for questions connected to FAS training and events or the Education section in general.

1.5 My Interact

The My Interact page is where registered users (when logged in) can manage their GSA Interact account. This page display basic account information such as the member’s name, work information, the Interact groups they belong to and the length of their membership. By navigating through the tabs provided, registered members can also:

- **Bookmarks** – view content previously bookmarked
- **Edit** – modify Account, Personal Information and Work Information
- **Group Memberships** – manage group memberships
- **Messages** – view and respond to messages received from other Interact members
- **Relationships** – send friend requests and view status of requests sent or received
- **Subscriptions** – view content or groups previously subscribed to
- **Track** – monitor activity of events or other content created by the user
- **GSA user relations activity** – a log of activity of a user’s Interact friends
- **User relations activity** – a log of user’s personal activity
### Personal Information

First name
Jane

Last name
Sample

Do not contact me about GSA offerings

### Work Information

Job title
Sr. Account Executive

Agency
Other - Industry, Non-Profit, Associations

Organization
Sample Communications

Job category
Public Affairs/Customer Service/Marketing

### Groups audience:

- Test
- All about interact.gsa.gov
- Multiple Award Schedules
- Small Business Solutions
- Training & Events
- Interact Group Owner Collaboration
- Schedules Contractor Success - Marketing Matters!

### History
2. Creating Content

A key factor to the success of Interact is the relevant and engaging content created by group managers, content authors, creators and group members. To create a type of content, group members with the appropriate permissions can select the desired content type from the “contribute” dropdown menu.

2.1 Create blog entry

Once a group member with the appropriate permissions has selected to create a blog entry; they will be prompted to fill in the actual content along with supporting elements. Those are as follows:

- **Title** – the title of the post, presented in the most compelling fashion possible with an eye towards driving action on the part of the reader as a call to action

- **Blog post date** – the date the blog post was created, which will be generated automatically by the system but can be changed by the content creator if desired

- **Body** – the content of the post (note: this section includes tools to format the text, add hyperlinks, add images, etc.)

- **Summary** – the brief summary of the post which will be displayed wherever preview content is needed. Please include a one sentence summary for blogs in case they are promoted to the site home page as featured content.
- **Disable rich-text** – clicking on this link will get rid of the WYSIWYG editing and allow the content creator to edit the HTML directly (note: the average user will likely want to keep the rich-text enabled)
  - Text format – the three text format options (Full HTML, Filtered HTML, Plain text) available restrict what in the text gets published (note: for maximum flexibility and to preserve content formatting choose Full HTML)
- **Add images** – if an image or images are desired as part of a post, the blog creator can browse their files for an image and upload (note: once uploaded, click “insert” to add the image to the body content). You can double click on the inserted image to change the dimensions from the original.
  - Accepted file formats include: png, gif, jpg and jpeg, and may not exceed 8 MB.
- **Tags** – add one or many relevant tags to a blog post by selecting from the populated list or create a new one (note: if adding multiple tags, press enter or add a comma in between). Tagging can be beneficial by helping to increase content visibility on search engines like Google, Bing, Yahoo, etc. Drupal indexes well in public search engines meaning that public content typically appears on the first page of organic searches.
- **Groups audience** – defaults to the group where the content was created and determines where the content will be displayed

- **Group content visibility** – allows content creator to determine who should see the blog entry
  - Group defaults – follow the visibility default determined by standard group process
  - Public – allow visibility to all site users and visitors
  - Private – allow only group members to view the blog

- **Promote content** – for content that may be of particular interest to other group members, the creator has the option to promote the blog (where applicable). [Currently this functionality is inoperable from group manager level control; our developer team is working on a fix.]
  - Group featured – places content in the Featured Content block on the group homepage so that it is a prominent fixture on the group homepage
  - Group sticky – if enabled, works to keep content at the top of the content list on the main feed within a group

- **Archive** – if the feature is activated within a group, the content creator can determine whether or not to archive the content so it is still on the site but not visible. Archived Content is accessible under the Content menu.
Once the required information is completed, the content creator will have the ability to add other information (as enabled by the group settings) that will not be displayed publically:

- **Location** – add location name, address and country
- **Flags** – allows users who view the content to subscribe to or bookmark the post
- **Revisions information** – note which version of the content if it’s been modified
- **Comment settings** – determine whether or not others can comment on the post
- **Authoring information** – provides content creator’s name and date
- **Publishing options** – ensure “Published” is selected to ensure the content is viewable by the larger audience, if not selected the post will only be seen by the creator and site administrators. This can be useful to view content in draft form before making it available to the group membership. (note: “Promoted” and/or “Sticky at top of lists” should not be selected on this portion of the content creation page; these currently are not functional).

Before finalizing the blog creation process, the creator can preview the content and/or can click Save to publish the content.

### 2.2 Create discussion

When creating a discussion, a group member with the appropriate permissions will go through much of the same steps as they would when creating a blog entry. Please see section 2.1 for additional details.

### 2.3 Create document

When creating a document, a group member with the appropriate permissions will go through much of the same steps as they would when creating other content types. The most notable difference is that where in the previous content types a user can upload an image, here they will be prompted to upload a document. Please see section 2.1 for additional details. (note: when uploading a file to
a documents, accepted file formats include: jpg, jpeg, gif, png, doc, docx, txt, xls, xlsx, pdf, ppt, pptx, pps, ot, ods, odp, tar, gz, tgz and zip and may not exceed 8 MB)

2.4 Create event

When creating an event, a group member with the appropriate permissions will go through much of the same steps as they would when creating other content types. The most notable difference is that where the date is automatically generated in other content types, here the event creator dictates the start (and end) date as well as the event location. Please see section 2.1 for additional details. (note: once created, events appear in the right hand column and disappear after the event date has passed)

2.5 Create wiki page

When creating a wiki, a group member with the appropriate permissions will go through much of the same steps as they would when creating a blog entry. Please see section 2.1 for additional detail.

2.6 Create poll

When creating a poll, a group member with the appropriate permissions will go through similar steps as they would when creating other content types. However, the poll creation process begins with creating a question for the poll followed by choices as dictated by the poll creator. There can be multiple options and the content creator has the ability to determine whether or not the poll status is closed or active, as well as how long the poll should last. Please see section 2.1 for additional details.

2.7 Create Group Feed

Enables the adding of RSS feed content with the appropriate RSS url. To add external RSS feeds, please input the Title and the RSS feed url. After successful submission, content then appears on the “group feed items” page under the “content” menu.
3. Group Maintenance

Managing a group and its membership is a key role for group managers. Management elements are accessible under the “manage” tab and are located primarily on the edit group and administer group pages.

3.1 Edit Group

The edit group option covers the basic settings of a group as determined by the group owner(s) and overseen by the site administrators. Much of the information that follows is completed during the initial setup of a group, but can be changed as needed over the lifetime of a group. It is possible to create a shortened url for a group; please contact the Interact leadership team if this is desired.

**Title**

This is the name of the group, which will appear throughout the site, specifically in the listing on the Community page and at the top of the group page.
Group content default access

A group owner has the ability to determine whether content within a group is viewable by anyone on Interact (Public) or limited to only group members (Private). Most groups select Public as their group content default access. This is also controlled in Administer > Features where you may uncheck the “public” option if the group should remain private (typically during its sandbox phase, but there are active private groups set up on a case by case basis. Please contact Charley Schollaert or Luis Medina for more information).

Body

This field provides a place to provide basic information and describe the purpose of the group. The first sentence or so will appear on the group homepage in the top right hand column under Group Info. By clicking MORE under Group Info, the complete content appears on the ensuing page. Please disregard the “Edit Summary” link. You may also choose among the Text Formats offered. For more information on those, please click the “More information about text formats” link.
Group attributes

As part of the group description, there is the option to add an image (list image dimensions: 100x75 pixels to avoid distortion) that is associated with the group and will always be shown next to the group title as well as on the listing of all of the public groups found on the site-wide Community page at interact.gsa.gov/groups. This is highly recommended and should be an image that is clearly visible even when small. This same section allows group administrators to add a related link including a title and a linked URL.

Tags

This is where one or many relevant tags can be assigned to the group. Add tags by selecting from the populated list or create a new one.
**Group settings**

**Group visibility** – A group owner once he/she has attained appropriate approvals has the ability to determine whether the group is viewable by anyone on Interact (Public) or limited to only group members (Private). Please contact the Interact Leadership team for more information on public/private settings.

**Group roles and permissions** – A group owner has the ability to determine whether the members of their group will comply with the default user roles set by the site or if they desire to override those default roles. Most groups select to use the default roles and permissions. Override roles allows for broad assignment of roles (i.e. Discussion Contributor, Community Contributor, etc) by various identifiers including gsa.gov email address, .gov/.mil email address and other mechanisms (you may select these options after having selected Override by then navigating to Administer > Bulk Assign Roles).

**Home page banner**

Some groups choose to have a call out in the form of a blue banner on the group home page to display important or timely information.

The format of the blue banner cannot be changed, but the content can be modified in the Home page banner section. Here a group owner can select the title, banner text and banner link URL, which can be changed as often as needed but the character count is limited. If this section is left blank, the blue banner will not display on the group page.
Group announcement

Smaller callouts are also available in the announcement, which appears in the block on the right hand side of the group home page. This area can display more general information. In the following example “Stay Informed” is the announcement block space:

The format of the announcement block cannot be changed, but the title and content can be modified as often as needed. You must check “Display the announcement block” for it to appear.
**Group description**

Here a group owner can add a simple description of the group for use as needed on the site.

**Group register**

Here a group owner can decide whether or not the group should be added as an option to the Register form on the new member registration page (when new users create an account – interact.gsa.gov/user/register). The user registration page is also accessible from the Interact home page under “Welcome! Login” for non logged in users by opening the widget and selecting “Create new account.”

**Menu settings**

Once the required information is completed, the content creator will have the ability to modify additional options and/or add other information (as enabled by the group settings) that will not be displayed publicly:

- Location – add location name, address and country
- Flags – allows users who view the content to subscribe to or bookmark the group
- Revisions information – note which version of the group information if it’s been modified
- Comment settings – determine whether or not other can comment on the group (note: this
functionality is not currently in use on the site)

- Authoring information – provides author’s name and date
- Publishing options – ensure “Published” is selected to ensure the group is viewable by the larger audience, if not selected the group will only be seen by the creator and site administrators (note: promoted and/or sticky should not be selected on this portion of the group edit page)

Before finalizing the group creation or editing process, the creator can preview the content and must click Save to ensure all changes are saved.

### 3.2 Administer Group

The “administer group” options are located under the “manage” tab. These provide elements specific to the group’s membership and permissions. Much of the information that follows is completed during the initial setup of a group, but can be changed as needed. (note: if a group owner would like to change any group settings that are not accessible or marked as “read-only,” please contact Charley Schollaert or Luis Medina).

#### Autojoin options

Here group owners are able to select which users should be automatically joined to their group when their user account is created:

- None
- All users
- Users with gsa.gov email
- Users with .gov or .mil email

(note: the option of selecting “All users” within the Autojoin feature should first be approved by the Interact Leadership team; please contact Charley Schollaert for more information.)

**Bypass options**

Here group owners are able to select which users can always join their group when their account is created. This does not mean they will automatically be added to the group once they join Interact, rather if they choose to join a certain group, their membership will not require approval based on this criteria:

- None
- Users with gsa.gov email
- Users with .gov or .mil email
**Bulk assign roles**

If a group is set up to override the default roles and permissions (as designated on the group edit page), a group owner can add or remove roles to a selected group of users including those who have a GSA or .gov/.mil email address. This operation saves a group owner from having to assign the desired roles on an individual basis, but is not often used.

![Bulk modify roles for All about interact.gsa.gov](image)

**Default user roles**

If a group owner has chosen to override the default user roles for their group (as designated on the group edit page), this is where they would be able to assign updated users roles.

![Group default user roles](image)

**Role-based messages**

This feature is not currently activated. Please let the Interact Leadership team know if interested in activating this feature. Once activated, if a group would like to display a certain message on the group information page to pre-determined audiences, they would be able to do so here by:
- Group members
- Non-members, logged into Interact
- Anonymous visitors

**Add people**

Here group owners can add a current registered user of Interact to their group by searching for that member’s user name. Please do not change the Membership state or Membership type; these default as Active and Default (assuming the group is set to default roles and permissions), respectively. Please disregard the Request Message box.
**People**

Group owners can add (Approve) or remove (Block) membership and add or remove roles in this section. Members are listed in reverse chronological order based on when they joined the group. Additionally, they can be found by searching their username in the Search box.

The options for adding or removing membership and roles for each group member (and you may select more than one member at a time) include:

- Approve / Deny / Block membership of the selected user
- Add a role to the selected user
  - Administrator member
  - Discussion contributor
  - Community contributor
  - Community manager
- Remove a role from the selected user
  - Administrator member
  - Discussion contributor
  - Community contributor
Community manager

Roles

This is a read-only section, controlled by group owners. Please consult the Interact Leadership team (Luis Medina or Charley Schollaert) if any changes are desired. Here group managers are able to view permission for the designated roles within a group, including:

- Non-member
- Member
- Administrator
- Discussion contributor
- Community contributor
- Community manager
When viewing the approximately 150 permissions, the check mark on the right hand side indicates which permissions apply to that respective role.

**Permissions**

Akin to the Roles section above, here group managers can see permissions granted to particular roles within a group. This is read only and set site-wide. The potential permissions are listed down the left hand side and the roles across the top with a check mark indicating which roles have which permissions. Please contact Charley Schollaert for any desired changes to group role permissions.
Features

Here group owners can enable or disable features within a group. These features include:

- **Blogs** – Enable the creation of blog entries relevant to your group
- **Discussions** – Enable collaborative (threaded) discussions among group members
- **Documents** – Create document content inside your group (attaching a file)
- **Events** – Enable the announcing of events associated with your group, and display them on calendars & sidebar blocks
- **Feed aggregator** – this checkbox does not control availability of the “Create Group Feed” option under the “Contribute” menu. Feeds pull in articles from external RSS feeds that are relevant to your group via subscriptions to those feed sources
- **Topic polls** – Enable your group members to create multiple-choice polls that group members can vote on
- **Shoutbox** (note: this feature is not currently available)
- **Wikis** – Enable a type of page where the body of the page can be edited by any group member, and which lets members use Wiki-style syntax
• Galleries (note: this feature is not currently available)

• Default content to public – If enabled, when creating new content within this group, it will default to being public

• Comment approval – When activated, provides a comment-moderation queue for group admins allowing them to approve comments before they are publicly posted.

• Comment approval notifications – If enabled, managers will be emailed whenever a comment requires approval, however special access rights are needed to activate this feature: please contact Charley Schollaert or Luis Medina for access as needed.

### Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Enable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blogs</td>
<td></td>
</tr>
<tr>
<td>Enable your group members to create blog entries relevant to your group.</td>
<td>✔</td>
</tr>
<tr>
<td>Discussions</td>
<td></td>
</tr>
<tr>
<td>Enable collaborative (threaded) discussions among your group members.</td>
<td>✔</td>
</tr>
<tr>
<td>Documents</td>
<td></td>
</tr>
<tr>
<td>Create document content inside your group</td>
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<td>Feed aggregator</td>
<td></td>
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<tr>
<td>Pull in articles from external RSS feeds that are relevant to your group via subscriptions to those feed sources.</td>
<td>✔</td>
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<td>Enable your group members to create multiple-choice polls that other group members can vote on.</td>
<td>✔</td>
</tr>
<tr>
<td>Shoutbox</td>
<td></td>
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<tr>
<td>Enable your users to post short messages to each other without creating a complete new page, and see (almost) live updates from other users.</td>
<td>✔</td>
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<tr>
<td>Wikis</td>
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</tr>
<tr>
<td>Enable a type of page where the body of the page can be edited by any group member, and which lets members use Wiki-style syntax.</td>
<td>✔</td>
</tr>
<tr>
<td>Galleries</td>
<td></td>
</tr>
<tr>
<td>Enable your group members to create photo galleries.</td>
<td>✔</td>
</tr>
<tr>
<td>Default content to public</td>
<td></td>
</tr>
<tr>
<td>If enabled, when creating new content within this group, it will default to being public.</td>
<td>✔</td>
</tr>
<tr>
<td>Comment approval</td>
<td></td>
</tr>
<tr>
<td>Provide a comment-moderation queue for group admins, allowing them to approve comments before they are publicly posted.</td>
<td>✔</td>
</tr>
<tr>
<td>If the feature is disabled when there are pending comments, they will not be accessible.</td>
<td>✔</td>
</tr>
<tr>
<td>Comment approval notifications</td>
<td>✔</td>
</tr>
<tr>
<td>If enabled, group admins will be emailed whenever a comment requires approval.</td>
<td>✔</td>
</tr>
</tbody>
</table>

3.3 Group Feeds

Currently, as of this writing, this functionality is disabled. To add external RSS feeds, please go to the “contribute” menu > group feed and input the necessary information. After successful submission, content then appears on the “group feed items” page under the “content” menu.
3.4 Download Member List

Those who have permission to manage a group can also download that group’s membership by clicking on “download membership list” under the manage menu item. Once clicked, a screen will appear showing how long it will take the download the file. Upon download completion, group managers will be able to view the list of that group’s current membership and each member’s basic information, presented in Excel spreadsheet format.

3.5 Approve Comments

Displays any comments ready to be moderated by group managers.

4. User Roles

Based on their membership in or management of group, each member of a group on Interact is assigned a user role. This user role determines how they are able to engage with and create content within a group. A basic description of the common user roles and their permissions is provided below. Please note the information below is based on the default settings and does not account for any custom changes that may have been made for a certain group.

4.1 Non-member

A “non-member” is defined as someone who a) is not a registered member of Interact and visits a group within the site or b) is a registered member of Interact but is not a member of the group they are visiting. A non-member has permission to:

- View basic group information
- View publicly published content
- Subscribe to a group via GovDelivery

4.2 Member

A “member” is defined as someone who is a member of the group. In addition to the previously mentioned permissions, a member has permission to:

- View basic group information; read all public content
- View and post comments for moderation on content published within a group
- Unsubscribe to a group

4.3 Discussion contributor

A “discussion contributor” has additional permissions, including:

- Create Discussions
- Edit and delete a Discussion they created
4.4 Community contributor
A “community contributor” has additional permissions in order to create content within a designated group. A community contributor has permission to:

- Create any of the approved group content types
- Edit and delete any content they created

4.5 Community manager
A “community manager” has additional permissions in order to assist with the management of group content. A community manager has permission to:

- Moderate (approve and delete) any comment on content within a group
- Create, edit and delete all content types within a group

4.6 Administrator member
An “administrator member” has additional permissions and the widest range of permissions in order to manage a group and its membership. In addition to permissions already mentioned, an administrator member has permission to:

- Create, edit and delete all content types within a group
- Post, approve and delete any comment on content within a group
- Set and edit group membership parameters, including permissions
- Create and edit group information and group features
5. Members

Every group on Interact has a menu item for “members” within their group menu. This option allows for group owners and group members alike to see the full list of group members, as well as the makeup of the group membership.

5.1 List members

This option shows a complete list of the group membership where each member is listed by their username and represented with their profile picture. If a member chooses to click on someone’s username, they will then be taken to that member’s user profile.
5.2 Demographics

The group demographics page provides a breakdown of a group’s membership based on the information a user provided during the registration process. Information including the percentage of government vs. non-government members, the top ten agencies represented, among others, is represented through graphical charts.

Demographics for the entire site are available at interact.gsa.gov/demographics.

Please note, there is additional information that populates member’s lead/contact profile in the enterprise CRM application (currently Salesforce); Interact members automatically enter the CRM application upon registration. Aspects of a user’s Interact membership such as group membership, procurement role and others are also incorporated into their CRM profile. Interact provides a substantial number of leads into the CRM application and plays a pivotal role in providing great content, collaboration opportunities and in contributing towards FAS market share goals. If you have ideas on additional ways that the data between Interact and Salesforce can be constructed, please contact the Interact Leadership Team.
6. Site Analytics

GSA Interact employs Google Analytics for site-wide and group-specific analytics. Please contact Luis Medina or Charley Schollaert for more information.

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