

Welcome to JamAngle!

We are excited to be on this journey with you and look forward to being a critical part of how you communicate with your workforce.

When you log in to JamAngle, you will start with the Dashboard overview. This is a convenient way to view your company's overall communication performance. The Dashboard provides a summary of your communication activities, the size of your overall reach, and the response rate. More on this subject and others may be found by clicking on the question-marks found throughout the app.

Here are a few tips to get you started:

- We suggest setting up your Departments first. This can be found on the left menu under the Supportive section. Departments represent how you wish to logically group your users for targeted communications and impact analysis. There are a few ways you can best use Departments to segment your users:
 - **Department or Division or Business Unit.** Examples are Finance; Marketing; Customer Services; Production Planning. In this case, your workforce is grouped by which department, division, or business unit they work for.
 - **Geography, which may be by City, State, Country, or Branch Office.** This represents where individuals physically work.
 - **Employee Role.** Examples are Business Analysts; Executives; Manufacturing Management; Financial Advisors; Engineers; InfoTech. In this case, your workforce is segmented by the role/function they perform.
 - **A blend of Department and Geography.** Examples are Finance (New York); Finance (Houston); Marketing (New York); Marketing (Houston). This method identifies which department an individual works for and in which territory.
 - **A blend of Geography and Employee Role.** Examples are Business Analysts (USA); Business Analysts (Canada); Financial Advisors (United Kingdom). In this case, your workforce is segmented by their role/function as well as territory.

TIP! Segment your users in a way they can easily identify with. When signing up, they will need to select their Department from the Department list you have created. Having easily identifiable departments ensures that individuals do not sign up to the wrong department. Your goal is to have the right communications going to the right people.

- Once you have the structure of your departments set up, you can add users in the User Management section.



- User Management can be found under the Supportive section in the left menu. Users can be added in a few ways:
 - There's no need to create every user manually. You can send an email to your workforce informing them of your company domain in JamAngle. If they have a company email address that belongs to the domain you have registered, they can easily sign up themselves. This means that if you signed up with "info@company.com", then your users can sign up with an "@company.com" email address.
 - You can also manually invite them using their email address. They will then be sent an email with instructions to sign up. This can be used if your chosen users do not have an email address that corresponds with the one used on sign-up.
 - The fastest and easiest way to add users is with the batch import tool using a CSV file. Instructions on how to format the file are available via the help icon in the Import Users section.
- You can also add additional Editors to create, share, and manage all your JamAngle communications. There are 4 types of users:
 - **Chief Editor** – This user can create and edit any message content in the Hive and Tribe Amps, as well as manage company and user master data. You can consider this as your admin user. The Hive and Tribe Amps send messages to the Hive and Tribe Boards respectively. This is only available for internal company users.
 - **Hive/Tribe Editor** – This user can create and edit their own message content in the Hive and Tribe Amps. This is only available for internal company users.
 - **Tribe Editor** – This user can create and edit their own message content in the Tribe Amp. This is available for internal company and external users.
 - **Hive/Tribe User** – This user acknowledges content on the Hive and Tribe Boards and has no create or edit rights in the Hive or Tribe Amps. You can consider this as your standard user. This is available for internal company and external users.

You are now ready to start sending communications to your Workforce. This can be done via the Hive and Tribe Amps. The Hive Amp is ideal for company centric messaging, uncovering employee experiences as well as their working mood. The Tribe Amp is people and social centric, so department influencers may become valued "Tribe Editors".

May your JamAngle communications lead to a happier, brand connected workforce.

Best Business Wishes,

The JamAngle Team

