

Happeo Channel Owner and Editors Guide

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Getting started

This section will take you through all the functionalities, settings, and content in Channels.

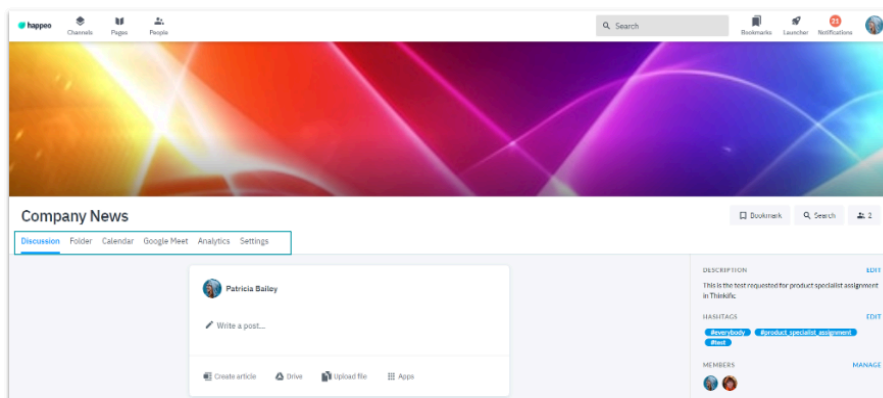
In this guide, you will find references to our [knowledge base](#) and links to access the most up-to-date information. All Channel related articles in the Happeo knowledge base can be found [here](#).

What are Channels?

Channels are social spaces that are used to communicate and enable collaboration. With Channels, you can:

- Post messages, share files, comment and like, tag users, and discuss relevant topics.
- Find, share, and edit Google Drive files without leaving Happeo.
- View Calendars for all members of a Channel and book meetings with them without leaving Happeo.

You can navigate between the different options using the menu on the top left side of a channel.



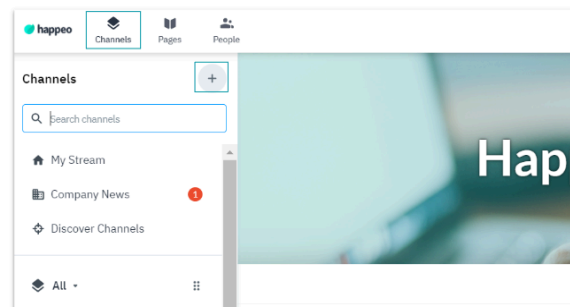
Who can do what in Channels? (User Roles)

- **Owner:** This is the person who created the Channel. The Owner can add Google users/groups, assign permissions, and set Channel settings. There can be only one Owner.
When posting and commenting restrictions are switched on, the Owner is still able to post and comment.
When a new user asks to join a Channel, the Owner receives an email notification.
Owners can also create Post Drafts and collaborate with the Editors before posting, and also post Announcement Posts to the Channel.
Owners can also delete Posts from other users.
- **Editor -** This is a person able to add Google users/groups, assign permissions, and set Channel settings. There can be multiple editors to a channel
When posting and commenting restrictions are turned on, the Editor can still post and comment. Editors can also create Post Drafts and collaborate with other Editors before posting, and also post Announcement Posts to the Channel.
- **Participant -** Participants can post and comment on the Channel if the posting and commenting restrictions are set appropriately.

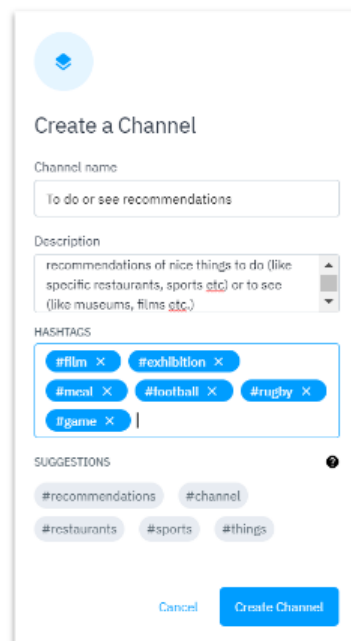
Channel creation and setup

Usually, any user can create a Channel. Your Happeo Admin controls those permissions. To create a Channel:

1. Click on “Channel” on the top left navigation bar in Happeo.
2. Click the “+” sign on top of the Channel panel.



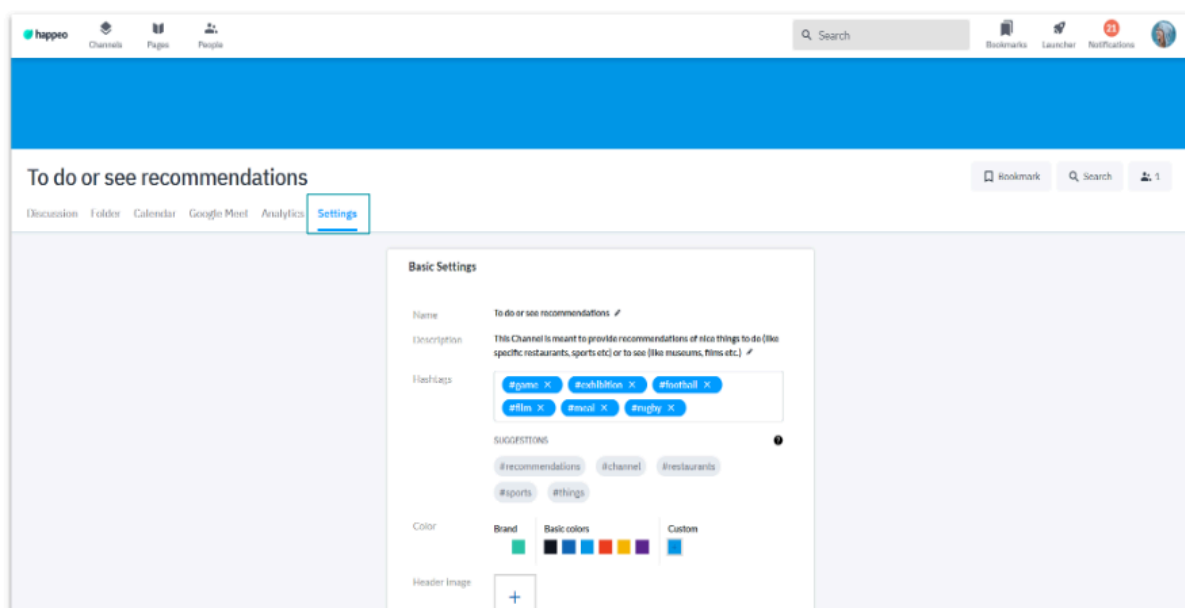
1. Type a Title and Description for the Channel.
2. Type Hashtags. Hashtags are words to help others find the Channel, like synonyms.
3. Click “Create Channel”.

A screenshot of the 'Create a Channel' form in Happeo. The form has a title 'Create a Channel' and a blue icon. It contains three main sections: 'Channel name' with a text input field containing 'To do or see recommendations'; 'Description' with a text area containing 'recommendations of nice things to do (like specific restaurants, sports etc) or to see (like museums, films etc)'; and 'HASHTAGS' with a list of tags: '#film', '#exhibition', '#meal', '#football', '#rugby', and '#game'. Below these are 'SUGGESTIONS' with tags: '#recommendations', '#channel', '#restaurants', '#sports', and '#things'. At the bottom are 'Cancel' and 'Create Channel' buttons.

Channel setup and customization

After you have created a Channel, you need to set it up and customize it to really make the Channel unique.

To customize a channel, click “Settings” in the Channel menu.



From the Channel settings, you can:

1. Edit the Channel Title
2. Change the Channel description
3. Set the Channel color: The color will be displayed on the left side of the Channel name within my Channels section. This will allow you to color code related channels (for example department specific, general/open to all, Q&A, hobbies).
4. Choose a Header image: The header image will be displayed at the top of the Channel. There are [recommended image specifications](#).
5. Manage Channel members: This enables you to change with [whom the channel is being shared](#): specific users and/or Google Groups.

Click [here](#) to learn more about setting up and customizing a Channel.

Channel Tools

Within Channel Settings, you can activate various tools like Discussions, Files, Calendar, and meetings.

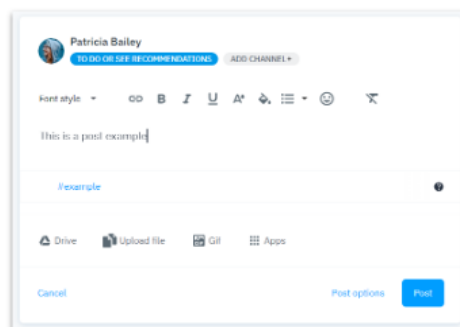
Discussion

“Discussions” are the place in Channels where communication happens. As the Channel Owner, you can invite people to the Channel and set their rights to either Editors or Participants. There can only be one owner, therefore if you make somebody else the Owner, you will lose ownership rights.

There are numerous ways to contribute to the discussion section of a Channel.

When posting, you can style your post with options such as adding links, changing font color, adding emoticons, and more. You can also attach files from Google Drive or upload files from your computer.

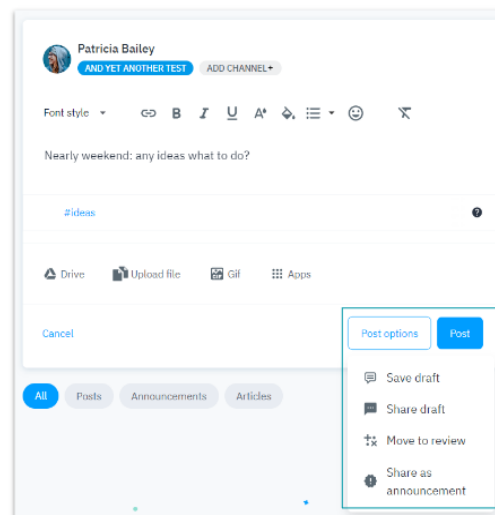
Participants are only able to share regular posts.



Owners and Editors have five Post options:

- Click “Post” to share the post directly to the discussion feed.
- Click “Post Options” to access more options like:
 - “Save as draft” so you can continue to work on it later. You can find your drafts on the right side of the channel window.
 - “Share draft” so other Editors can view, edit, and comment before sharing with the entire Channel.

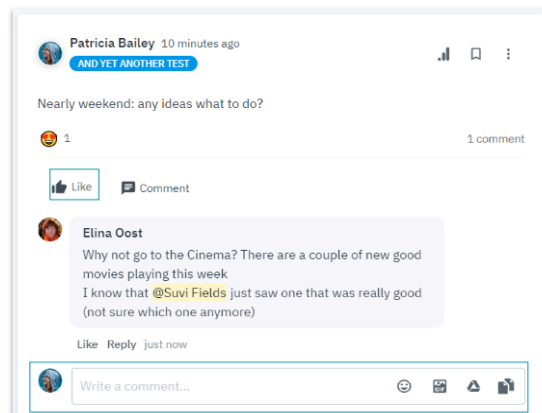
- “Move to review” to ask specific people to review the post and give their go before it is being posted
- “Share as announcement” to provide analytics on the post, including users who have read the post and users who have not. The original poster of the announcement will also be able to send out reminders to users who have not read yet, individually or to all.



To learn more about Channel Posts, click [here](#).

Commenting and liking

As long as commenting is turned on in Channel settings, Participants can comment and like posts.



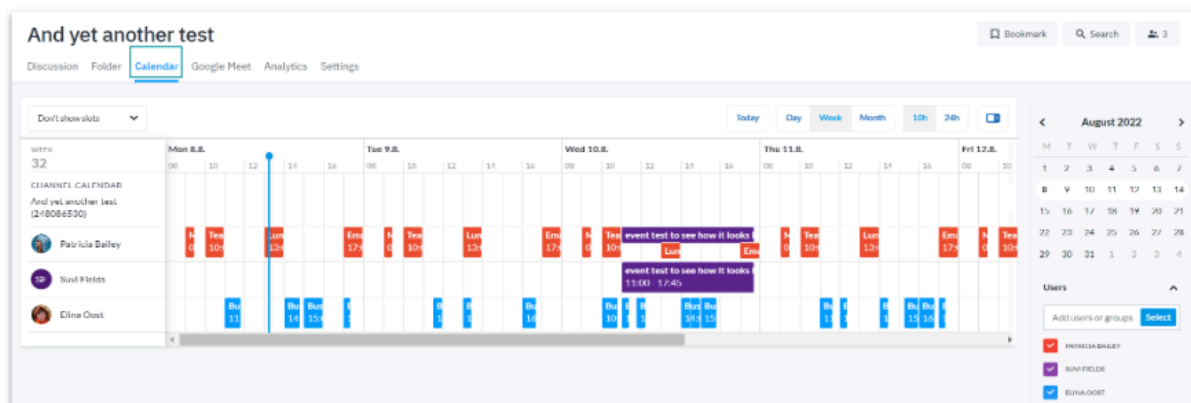
Files

You can connect an existing team drive or folder or a new folder to a Channel for users to collaborate. To learn more, please click [here](#).

Calendar

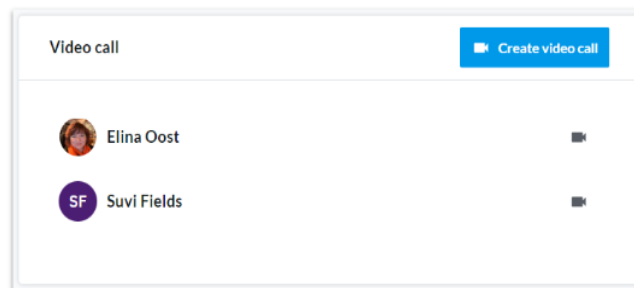
The Calendar tool allows you to integrate a Google Calendar for all members of the Channel to make it very easy to book meetings with other members.

To learn more, please click [here](#).



Google Meet

The Google Meet tool allows Channel members to quickly and easily invite each other into meetings directly from the Channel.



Analytics

Within the Channel sections, the Owner has access to Channel Analytics, which shows different users' contributions and influence.

Analytics

[Top Contributors](#)[Influencers](#)

Contribution by users

	Contributor	Posts	Comments	Total
1	 Elina Oost	-	1	1
2	 Patricia Bailey	1	-	1
3	 Suvi Fields	-	-	-

Channel Permissions

There are two kinds of permission: Discoverability and Restrictions.

Discoverability settings allow the Owner to set if and how users can see the Channel. To check the discoverability:

1. Click on “Settings” in the Channel menu bar.
2. Scroll down the page to find “Discover”.
3. Select one of the three choices:
 - “Only invited users”: This is the default setting. With this option, the Channel is not visible in discovery; users can only join by invitation.
 - “Anyone in my organization can ask to join.” - This option makes the Channel visible in discovery; anyone can ask to join from the discovery view, and the Owner can allow or deny access.
 - “Anyone in my organization can join.” - This option makes the Channel visible in discovery; anyone can join without asking for permission and see the Channel without joining.

Permission settings determine the level of participation for Channel members. To set restrictions:

1. Click on “Settings” in the Channel menu bar.
2. Scroll down the page to find “Restrictions”.
3. Select one of the four choices:
 - Anyone can post and comment (default)
 - Anyone can post and comment, but posting an announcement is restricted to channel editors
 - Anyone can comment, but posting is restricted to channel editors
 - Only channel editors can comment and post

To learn more about permissions, please click [here](#).

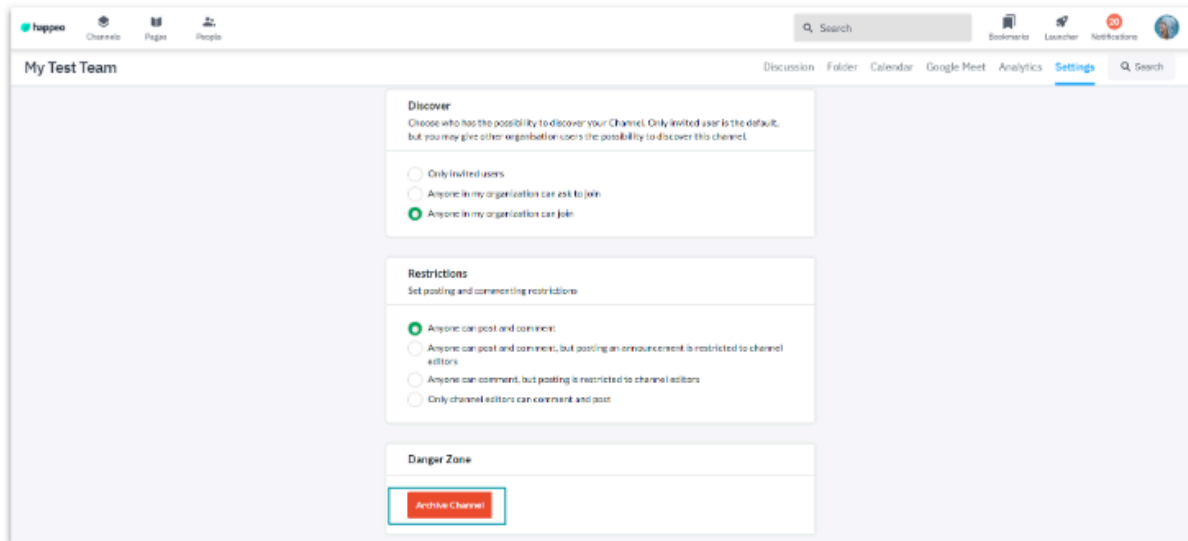
Archive Channel

Archiving a Channel will remove it from the Happeo user interface and can only be undone by a Happeo admin.

To archive a Channel:

1. Click on “Settings” in the Channel menu bar.

2. Scroll completely down the page.
3. Click Archive Channel.



Other Information About Channels

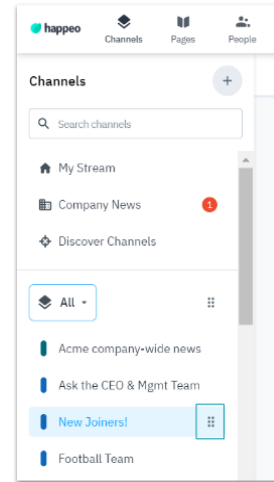
My Stream

My stream is a timeline and collection of content from all the Channels that a user is following. It is a great place to catch up on news.

Channel Management

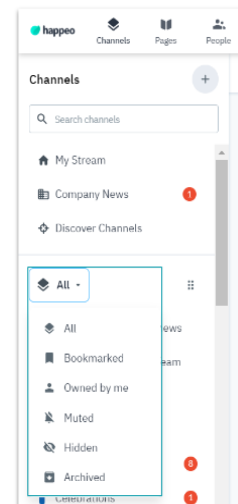
- Reordering Channels: Users can reorder Channels to their liking. To reorder a channel:

1. Hover over a Channel.
2. Click on the 6-dots icon behind the title.
3. Drag and drop the Channel somewhere else on the list.



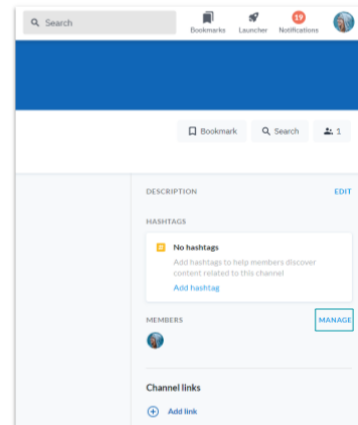
- Sorting Channels: Each user can sort the Channels to see only specific Channels by clicking

1. Click “Channels on the top left menu bar in Happeo”.
2. Click “All” in the list on the left side.
3. Select “Bookmarked”, “Owned by me”, “Muted”, “Hidden” or “Archived”.



- Hiding Channels: Users might want to hide a specific channel so that they do not see the Channel in the navigation bar or in My Stream while still receiving notifications. To hide a Channel:

1. Open the Channel.
2. Click “Manage” next to “Members” on the right side in a Channel.
3. Click “Hide Channel”.



- Manage notifications: In order to not be overwhelmed by notifications or not miss anything important for them, each user can customize the level of notification they get for each Channel. To manage the notifications:

1. Open the Channel.
2. Click “Show” next to “My Notification Setting” on the right side in a Channel.
3. Select one of the four priorities: “High priority”, “Medium priority”, “Low priority” or “Muted”.

