

# What's Different?




Your guide to the **NEW** CA Communities

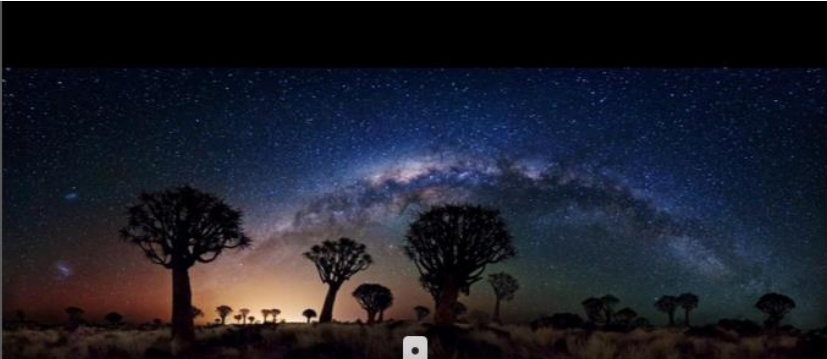
# Profiles Get a NEW Look

Melanie Giuliani

LAST LOGGED IN  
April 18, 2014



125  
POINTS • MEMBER



Overview Activity Content More ▾ Actions ▾ Follow ↗

Islandia, NY 2:13 PM

**BIOGRAPHY**  
A recent graduate of Hofstra University, Melanie was joined CA Technologies full-time in May as an Associate Business Analyst. With ties to social media and publishing, Melanie advises high-level executives on internal and external communications. Melanie also works closely with the Customer Intelligence team on CA Communities, and manages a monthly newsletter.

**TWITTER**  
@mlngln

Connections

5  
connections

9 FOLLOWING | 5 FOLLOWERS

Skills and Expertise

astronomy	1
community management	—
community strategy	—
content management	—

[New skill](#)

# Following vs. Subscribing/Joining

Instead of *joining* a community and *subscribing* to message boards, you *follow* them. All of your existing community memberships have been migrated and converted to follows.

Title	Author				Views	Latest activity	
Groups in Training	Melanie Giuliani	0	0	2	34	May 9, 2014 9:55:15 AM	

Follow  
Share  
Bookmark

Title	Author				Views	Latest activity	
Groups in Training	Melanie Giuliani	0	0	2	34	May 9, 2014 9:55:15 AM	

Following in  
~ 1

Follow in

- Connections Stream
- Community Management
- Inbox

[Stop Following](#)

[Done](#)

## CA Clarity

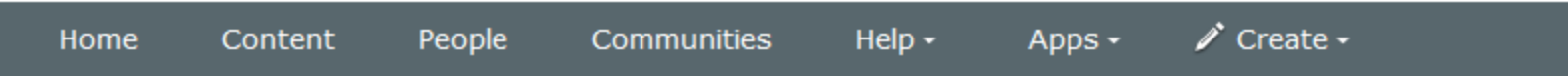
[Overview](#) [Content](#) [People](#) [Subcommunities](#) [Reports](#) [Calendar](#)

[Actions](#) [About](#) [Share](#) [Manage](#)

Follow ~

# All Content Now Stored Under Content Tab

All content, including discussions, documents, ideas, videos, polls, blogs, events, etc. are displayed under the Content tab on the top banner.



All Content									
Filter by action: None									
Type to filter by text <input type="text"/> <a href="#">Filter by tag</a> Sort by latest activity: newest first									
Title	Author	👍	👎	🗨️	Views	Latest activity			
<b>Groups</b> in Training	Melanie Giuliani	0	0	2	34	May 9, 2014 9:55:15 AM			
<b>Test: SDM.10. Is there a SPL dictionary for CA Support engineers?</b> in CA Service Management	kyle_r	0	0	1	3	May 9, 2014 8:37:47 AM			
<b>SDM Best Practices - Draft Outline</b> in CA Service Management	kyle_r	0	0	0	4	May 9, 2014 4:33:56 AM			
<b>Test: Flowchart of SME Engagement</b> in CA Service Management	kyle_r	0	0	0	2	May 9, 2014 3:49:58 AM			
<b>Big Picture: How is this rollout working?</b>	kyle_r	0	0	1	9	May 9, 2014 3:14:37 AM			
<b>How to change Question to Discussion?</b>	kyle_r	0	0	0	3	May 9, 2014 3:10:46 AM			
<b>What's this "Social Media" Group for?</b> in Social Media	kyle_r	0	0	0	3	May 9, 2014 3:07:32 AM			

# Message Boards Become Discussions

Each thread is listed as its own discussion.

Title	Author				Views	Latest activity	
<b>Test: SDM.10. Is there a SPL dictionary for CA Support engineers?</b> in CA Service Management	kyle_r	0	0	1	3	May 9 2014 8:37 AM	
<b>SDM Best Practices - Draft Outline</b> in CA Service Management	kyle_r	0	0	0	4	May 9 2014 4:33 AM	
<b>Test: Flowchart of SME Engagement</b> in CA Service Management	kyle_r	0	0	0	2	May 9 2014 3:49 AM	
<b>Big Picture: How is this rollout working?</b>	kyle_r	0	0	1	9	May 9 2014 3:14 AM	
<b>How to change Question to Discussion?</b>	kyle_r	0	0	0	3	May 9 2014 3:10 AM	
<b>What's this "Social Media" Group for?</b> in Social Media	kyle_r	0	0	0	3	May 9 2014 3:07 AM	
<b>Memory usage of JIVE.</b>	kyle_r	0	0	0	2	May 9 2014 1:53 AM	
<b>Does JIVE kill Chatter?</b>	kyle_r	0	0	0	2	May 9 2014 1:45 AM	

# Activity/Connection Streams

The CA Communities homepage now has an activity stream of the latest/most popular activity.

- Overview
- Activity
- Connections Stream
- New Stream
- Inbox
- Actions

CREATE: Status Update Discussion Uploaded File Document Blog Post Poll Bookmark Message [More](#)

What's going on?

Connections Stream [Filter](#)

**Space within a space**

**ettch02** 2 weeks ago ([Show more](#))

Hi All, I see that the only way we can create a new space is within the existing space ( Subspace ). How do we add a new space without nesting it in an other Space? Thanks

in [The Land of Misfit Toys](#) • [Share](#) • [Reply](#) • [Like \(0\)](#) • [Hide](#)

2 replies **2 new** [Show more comments](#)

✔ **ettch02** marked **ettch02**'s reply as helpful

Latest Likes

**ettch02** likes your reply [Re: Space within a space](#)

**cresa01** likes CA Communities Admin's blog post [New product releases for Clarity!](#)

**ettch02**, **amara.mastronardi**, and **chris\_hackett** like your video [CA Communities](#)

**j.j.lovelt** likes **cresa01**'s reply [Re: How long does it take to get answers?](#)

**chris\_hackett** likes **cresa01**'s reply [Re: When is the new version coming?](#)

[VIEW MORE](#)

RECOMMENDED CONTENT

- Foundations Training Agenda** [Why?](#)
- CA20140218-01: Security Notice for CA 2E Web Option** [Why?](#)

TRENDING CONTENT

- Space within a space** 1 like 2 replies
- great idea on SiteMinder security** 0 likes 0 comments
- Restricted Document** 0 likes 0 comments
- When is the new version coming?** 1 like 1 reply
- Etiam Sollicitudin Adipiscing Porta** 0 likes 0 replies
- How do I create a new status update?** 0 likes 1 reply
- I wonder if I need to set up the Users in the gamification?** 0 likes 0 replies
- CA Tech created content**

# CA Community Feedback is now The Water Cooler



## The Water Cooler

Following in 2 streams

Overview

Content

People

Subcommunities

Reports

Calendar

Actions

About

Share

Manage

### WELCOME TO THE WATER COOLER

The Water Cooler is the place to come for all of your questions, comments and ideas surrounding the CA Communities. The Water Cooler is also the go-to spot tips, tricks and training pertaining to the new communities platform and the CA Communities in general. Take a break from your hectic day and connect with your peers at our very own water cooler!

**Community Manager:**  
Melanie Giuliani

### SEARCH FOR ANSWERS

### RECENT ACTIVITY

Filter

#### Office Hours for New CA Communities Platform



Melanie Giuliani Less than a minute ago (Show more)

Have questions about the new CA Communities platform? We have answers! Join the Office Hours session for the New CA Communities Platform on Wednesday, June 18th to have your questions answered by the...

in [The Water Cooler](#) • [Share](#) • [Reply](#) • Like (0)

#### Select notification method for each stream



Michiel Helder 2 months ago (Show more)

To have more control over how I receive notifications for content that I am/might be interested in, it would be nice to be able to set a different notification method for each content stream I...

in [The Water Cooler](#) • [Share](#) • [Reply](#)

Moved by [Sam Creek](#) to [The Water Cooler](#) • 2 days ago

### UPCOMING EVENTS

[Office Hours for New CA Communities Platform](#)  
6/18/14 11:00 AM

### TIP TUESDAYS

Did you know that you can easily find frequently or recently viewed content, and bookmarks by clicking in the "Search" bar without typing anything in? [Click here](#) to learn more, and check back here every Tuesday for more tips on new CA Communities.

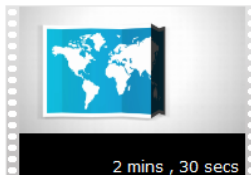
### FAQS

[Re: How to change Question to Discussion?](#)

### HELPFUL USER OF THE MONTH



### FEATURED VIDEO



2 mins, 30 secs

**CA Communities**

1 week ago by [Melanie Giuliani](#)

# Terminology Changes

<b>Old CA Communities Name</b>	<b>New CA Communities name</b>
Message boards	Discussions
Subscribing	Following
Private/Secret Communities	Private/Secret Groups
Wikis	Collaborative Documents
Documents, blogs, ideas, events, etc.	Content



# Communities Migration Checklist

	Upload a new Profile picture, select an avatar, and update profile information. For more information on your new profile, <a href="#">click here</a> .
	Update your Privacy settings for your profile information. <a href="#">Click here</a> to learn more about editing and updating info and privacy in your new profile.
	Set up your preferences for following and email notifications. For more information on following and preferences, <a href="#">click here</a> .
	Follow any existing discussions you were subscribed to in the old CA Communities site. Memberships to communities will be moved over automatically as following.
	Set up custom activity streams with any people, communities, or content you'd like to follow closely. <a href="#">Click here</a> to learn more about custom streams.
	RSVP to any upcoming events in your communities.

For additional information on how to complete any of these tasks, please visit the new [Training community](#).