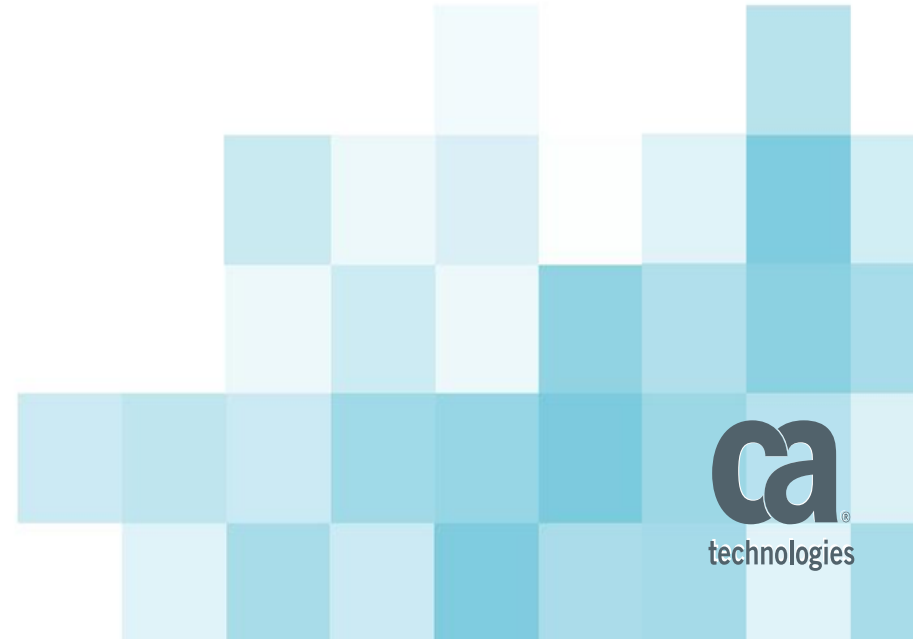


CA User Group

Guide for the members

Abdel Laabi,
Principal Community Programs - EMEA
CA Technologies

March, 2018



Introduction

Welcome to the Guide for the CA User Group members.

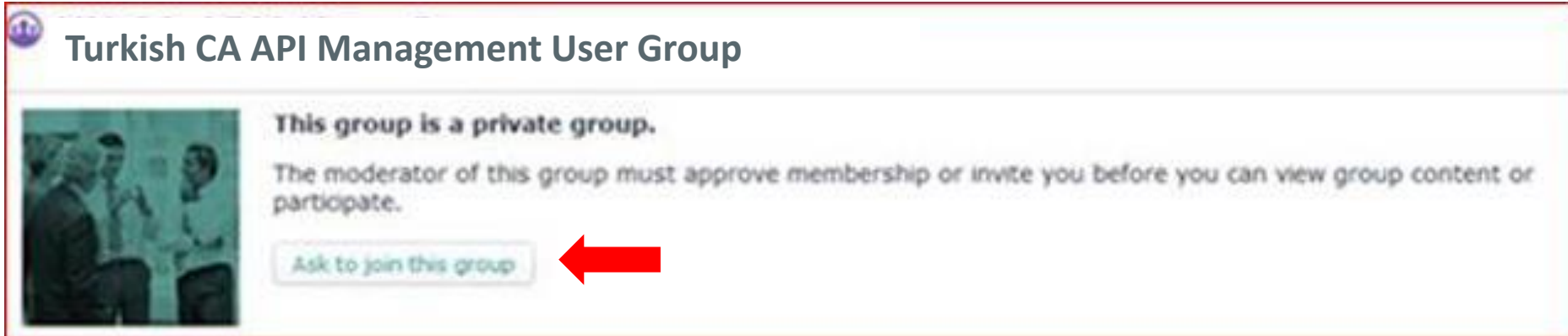
This guide is designed to help user group members in Europe get familiar with the CA Communities new platform. It is also intended to provide some Best Practices to help members get involved in their User Group activities & be active contributors.

How can I get involved with the Community ?



1) Join the User Group to become member

1. <https://communities.ca.com/groups/turkish-ca-api-management-user-community>
2. **Login** (email / password) - use your Support identification, or create an account
3. Click on **"Ask to join this group"**. Your request will be reviewed then Approved



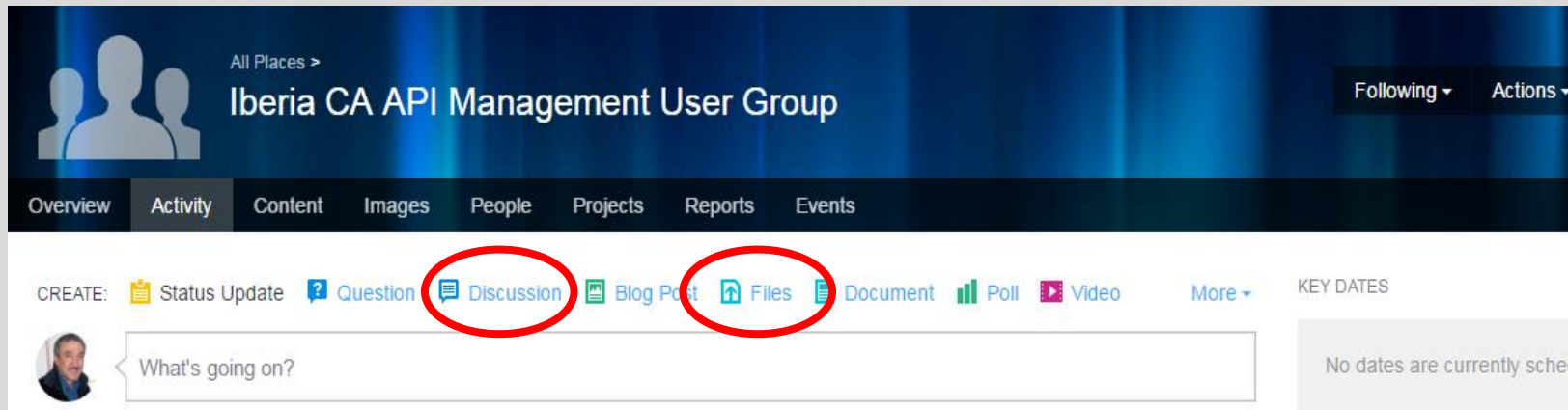
2) Subscribe to the notifications to stay connected with the Community

Click on “**Following**” box on the top right and Select the **inbox**

The screenshot shows the user interface for the 'Iberia CA API Management User Group'. At the top, there's a header with a group icon and the title 'Iberia CA API Management User Group'. Below this is a navigation bar with tabs: Overview, Activity, Content, Images, People, Projects, Reports, and Events. On the right side, there's a 'Following' dropdown menu, which is circled in red. The dropdown menu is open, showing a list of options: 'Following' (checked), 'New Stream', 'New Stream 1', 'New Stream 2', 'Inbox' (checked), and 'Stop Following'. A red arrow points to the 'Inbox' option. Below the navigation bar, there's a section titled 'YOU CAN CUSTOMIZE THIS PAGE' with a 'Customize' button. At the bottom, there's a 'GROUP OVERVIEW' section with a profile picture and a text box containing 'What's going on?'. On the right, there's an 'ACTIONS' section with a button labeled 'Ask a question'.

3) Be active contributor

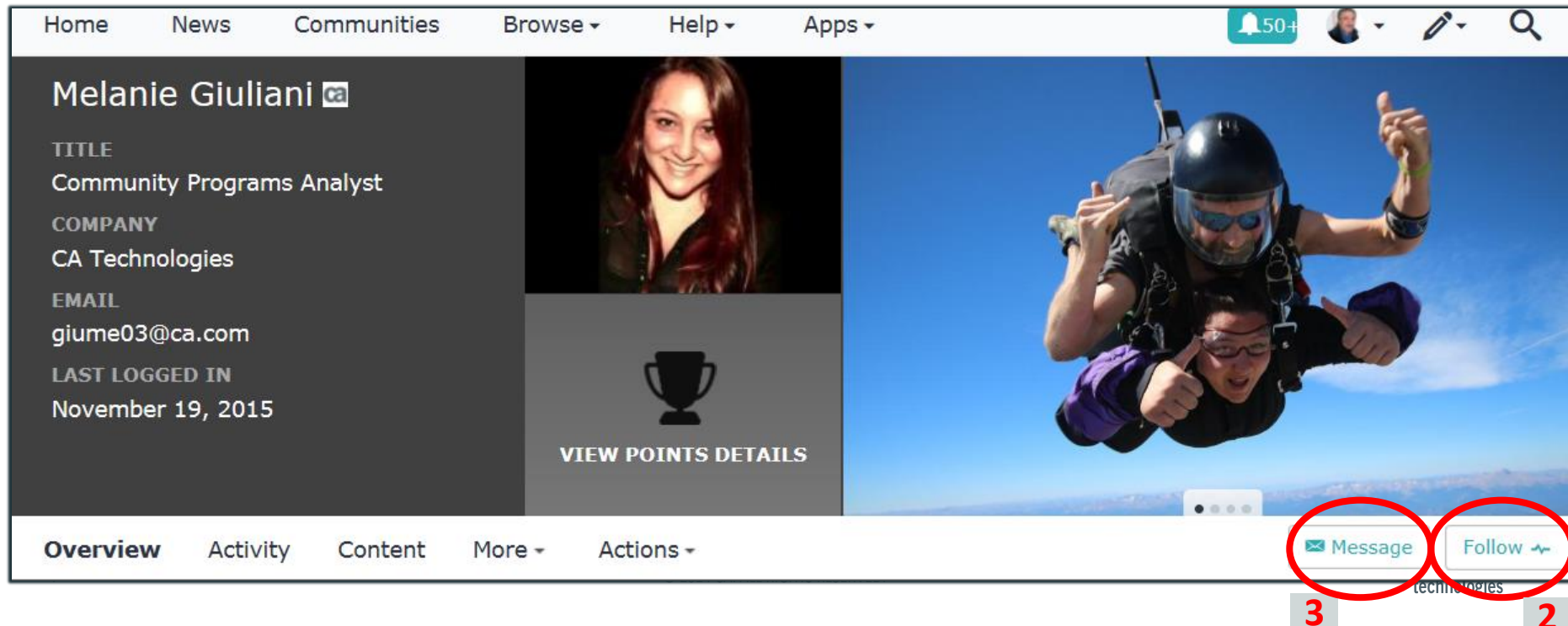
- **Get involved in the user group activities.** Make suggestions, topics for next meeting.
- **Share your experience & knowledge**
 - in-Person meetings: User presentation ...
 - Online: '**Action**' to start a conversation ('**Discussion**') or share document ('**Files**') ...



- **Contribute to enhance the solution** (Ideation ...)

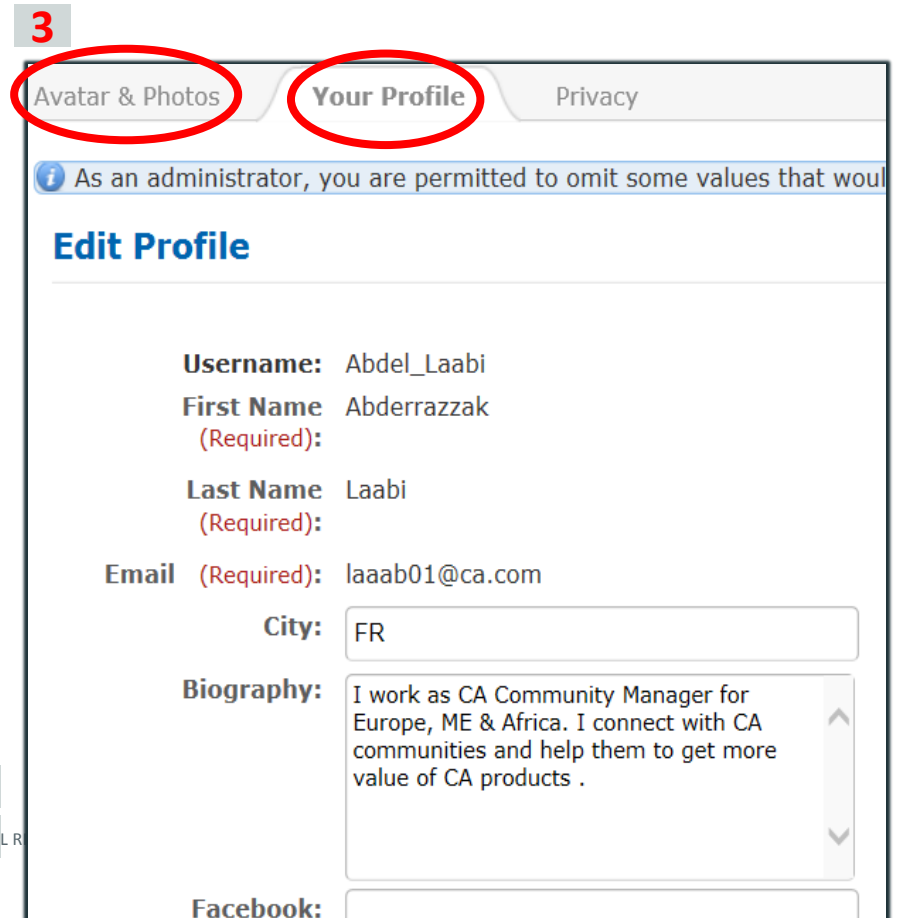
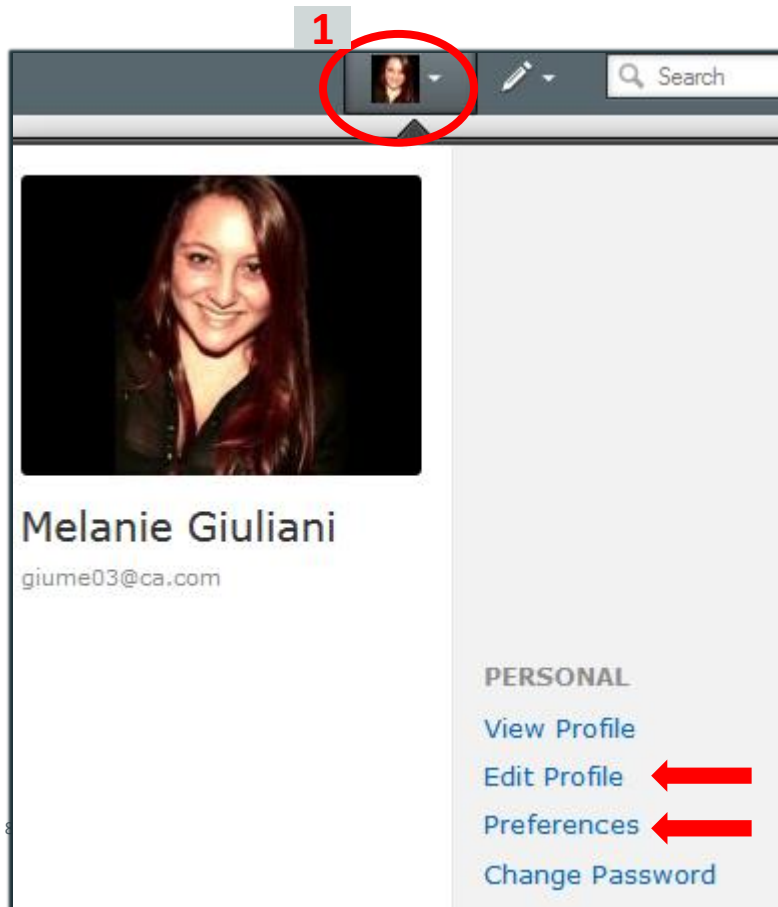
4) Connect with people

- 1) Click on **People** tab and use the sorting options to filter and find relevant people
- 2) Click on **"Follow"** tab on the bottom right
and choose whether to follow that user via your inbox or connections stream.
- 3) Click on **"Message"** tab on the bottom right to send private message



5) 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, ...



6) Contribute to enhance the solution

Ideation: Submit & vote for Product Enhancement ideas



Submitting ideas
for product
enhancements



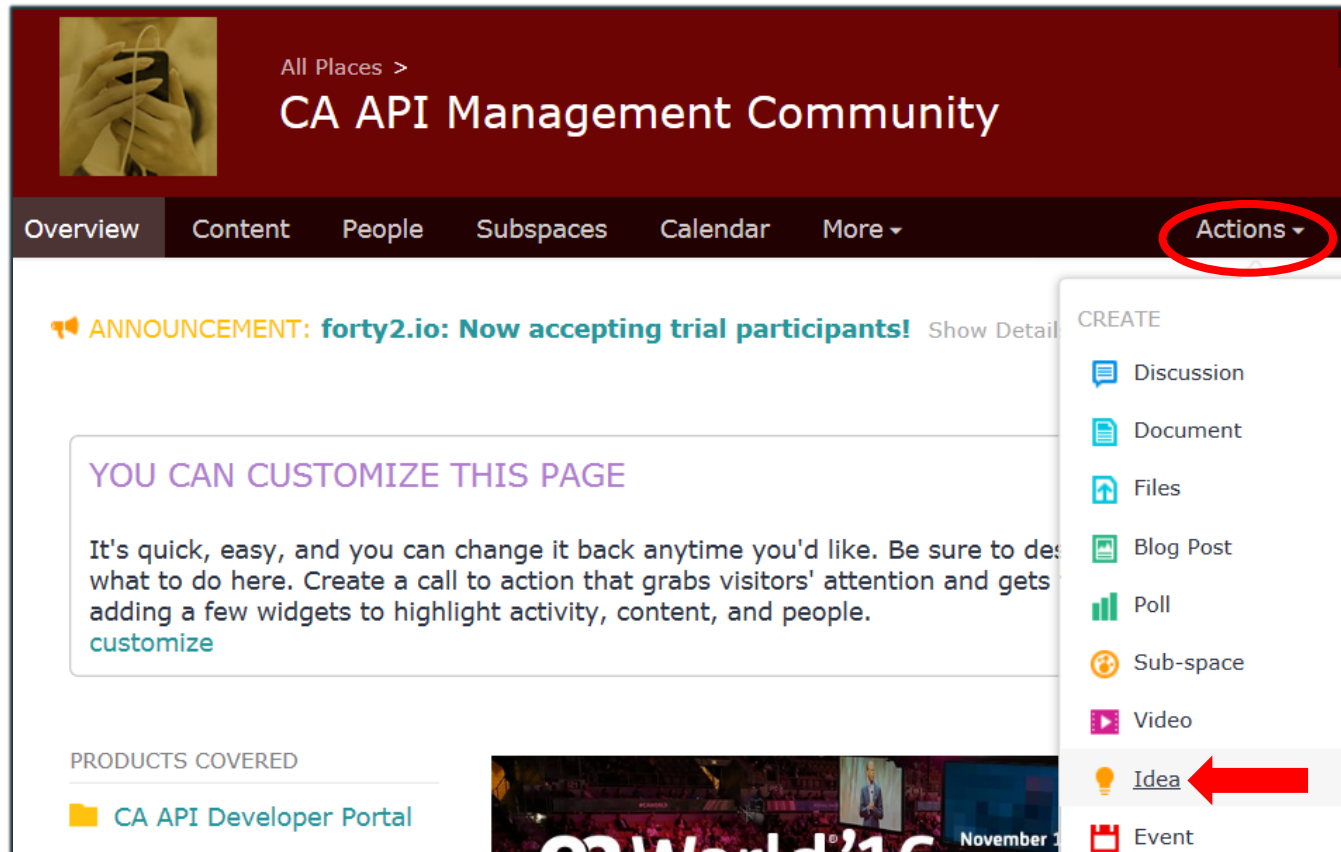
Voting on and discussing
ideas from other
community members



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

Ideation: **Submit ideas for product enhancements**

- 1) **Global Community:** <https://communities.ca.com/community/ca-api-management-community>
- 2) Login (email / password)
- 3) Click on **Action** tab on the top, then **Ideas**



Ideation: **Vote for ideas from community members**

- 1) Click on **Content** tab,
- 2) Click on **Ideas** (💡) to list all the ideas
- 3) **Open an idea** by clicking on it

The screenshot shows the CA API Management Community interface. The top navigation bar includes 'Overview', 'Content' (highlighted with a red circle and a '1'), 'People', 'Subspaces', 'Calendar', and 'More'. The 'Content' tab is active, showing a list of content items. The 'Ideas' section is highlighted with a red circle and a '2', showing a list of ideas. The 'Idea - Code Completion' item is highlighted with a red circle and a '3'.

CA API Management Community

Content

ANNOUNCEMENT: CA API Management Community: What You May Have Missed [APRIL 2016] Show Details 1/3

CATEGORIES

- CA API Developer Portal
- CA API Gateway
- CA API Management SaaS
- CA Live API Creator
- CA Mobile API Gateway
- CA Mobile App Services
- CA OAuth Toolkit

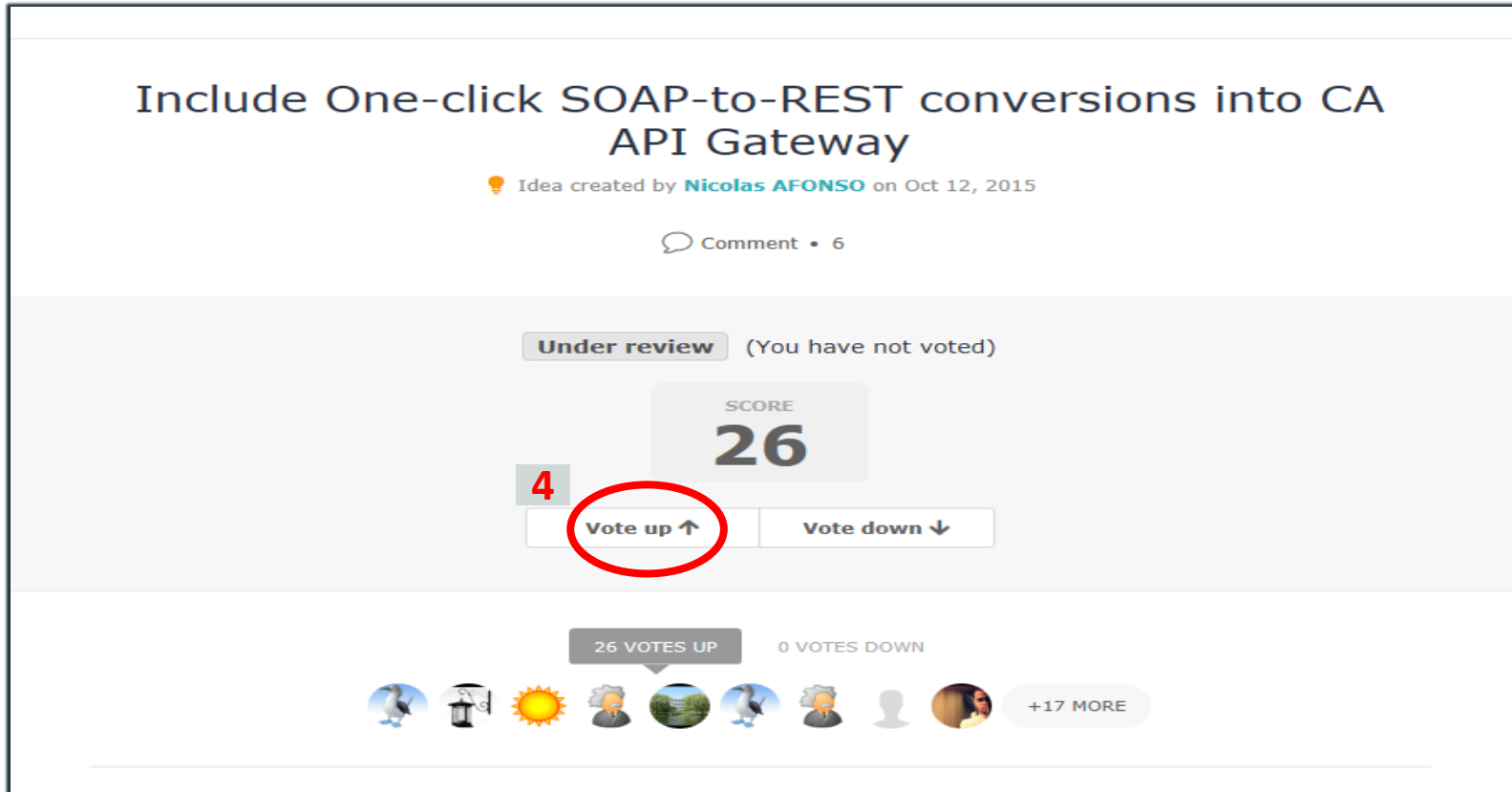
All Content (1006)

Filter by tag **Sort by score**

Title	Author	Latest activity	Views	Like	Bookmark	Comment
Connect portal to multiple gateways 42 WISH-LISTED	Michiel Helder	April 28, 2016 3:52 PM	749	-	3	3
Idea - Code Completion 24 UNDER-REVIEW	Johan Pretorius	April 28, 2016 6:43 AM	215	-	0	3
Add container "return nothing" 21 NEW	Samuel Liebermann	May 6, 2016 1:00 AM	124	-	0	2

Ideation: **Vote for ideas from community members**

4) **vote** through the button “Vote up”



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

Useful Links

CA Communities : All Regional User Groups & Global communities

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

CA Communities User Guide

The Water Cooler

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

Thank you

