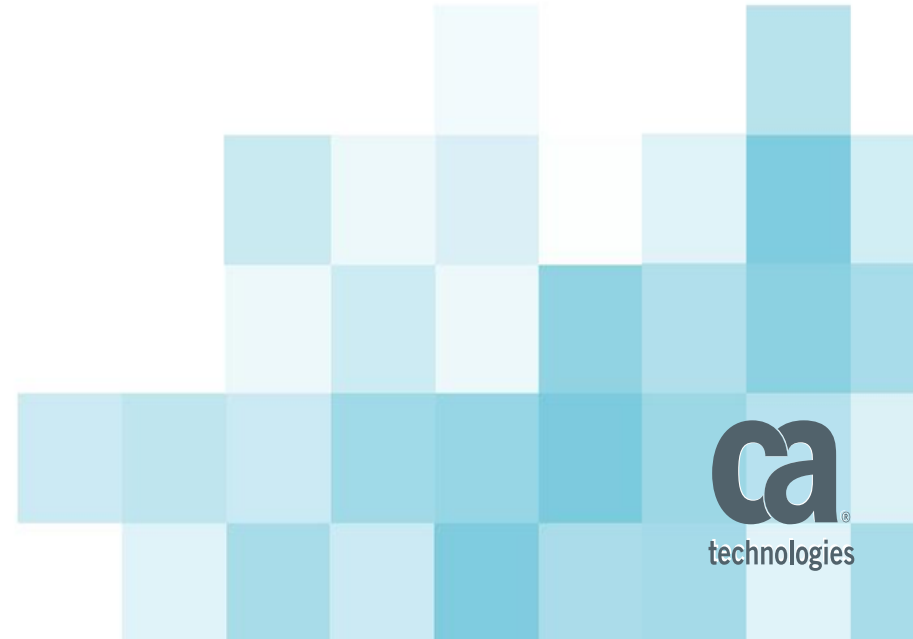# CA User Group

Guide for the members

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CA Technologies

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Introduction

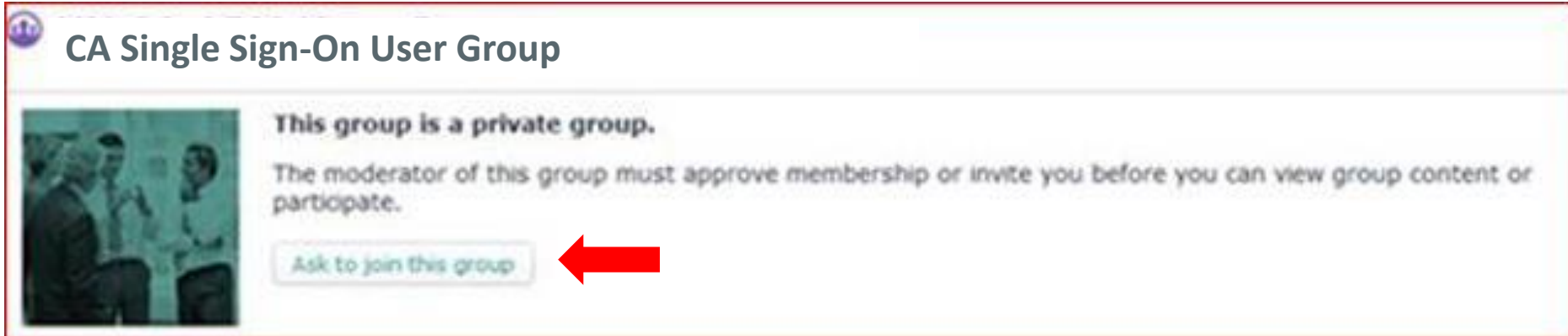*Welcome to the Guide for the CA User Group members.*

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.

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How can I get involved

with the Community ?

1) Join the User Group to become member

1. **https://communities.ca.com/groups/france-ca-single-sign-on-user-group**

2. **Login** (email / password) - use your Support identification, or create an account

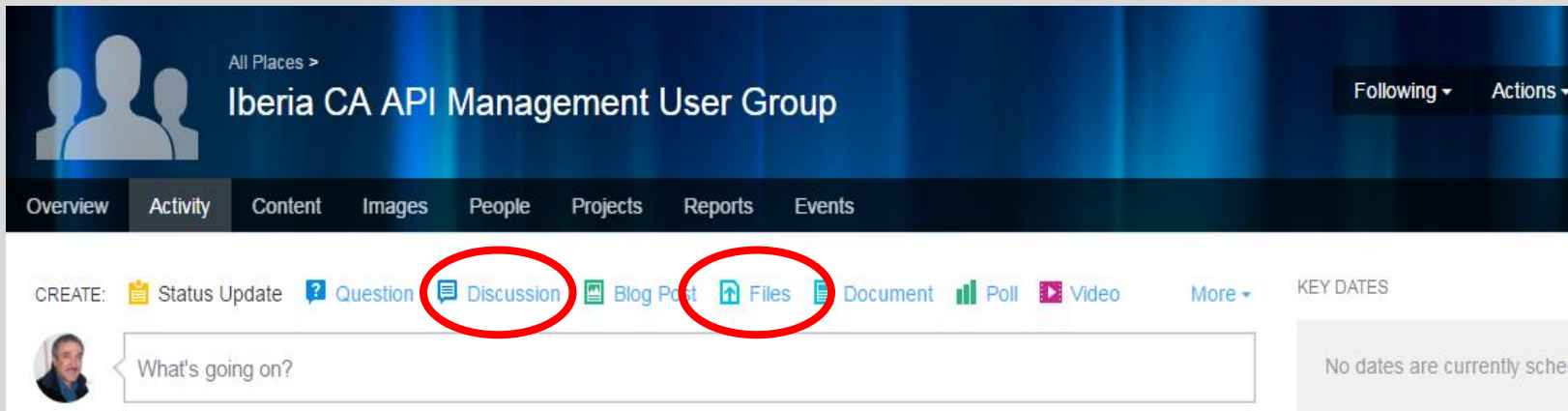3. Click on **"Ask to join this group".** Your request will be reviewed then Approved

CA Single Sign-On User Group

This group is a private group.

The moderator of this group must approve membership or invite you before you can view group content or participate.

Ask to join this group

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Click on **"Following"** box on the top right and Select the **inbox**
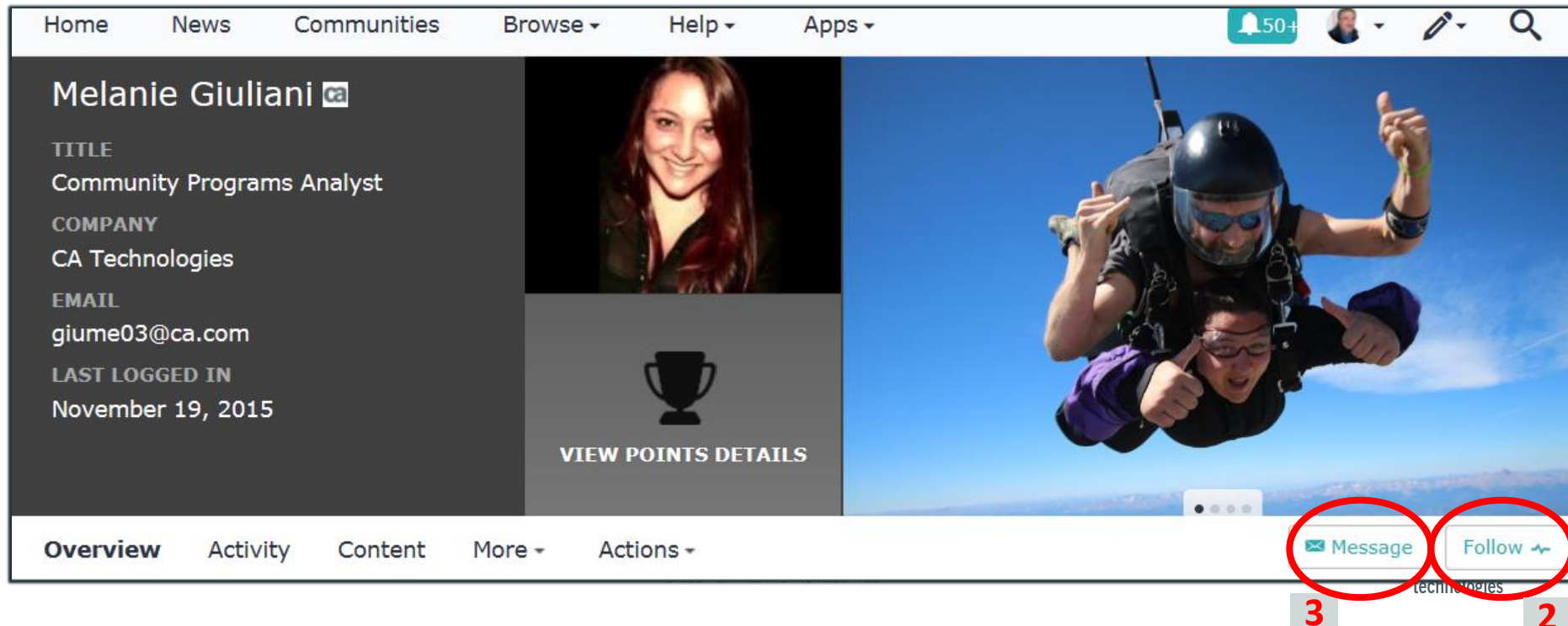
3) Be active contributor

➢ **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') …
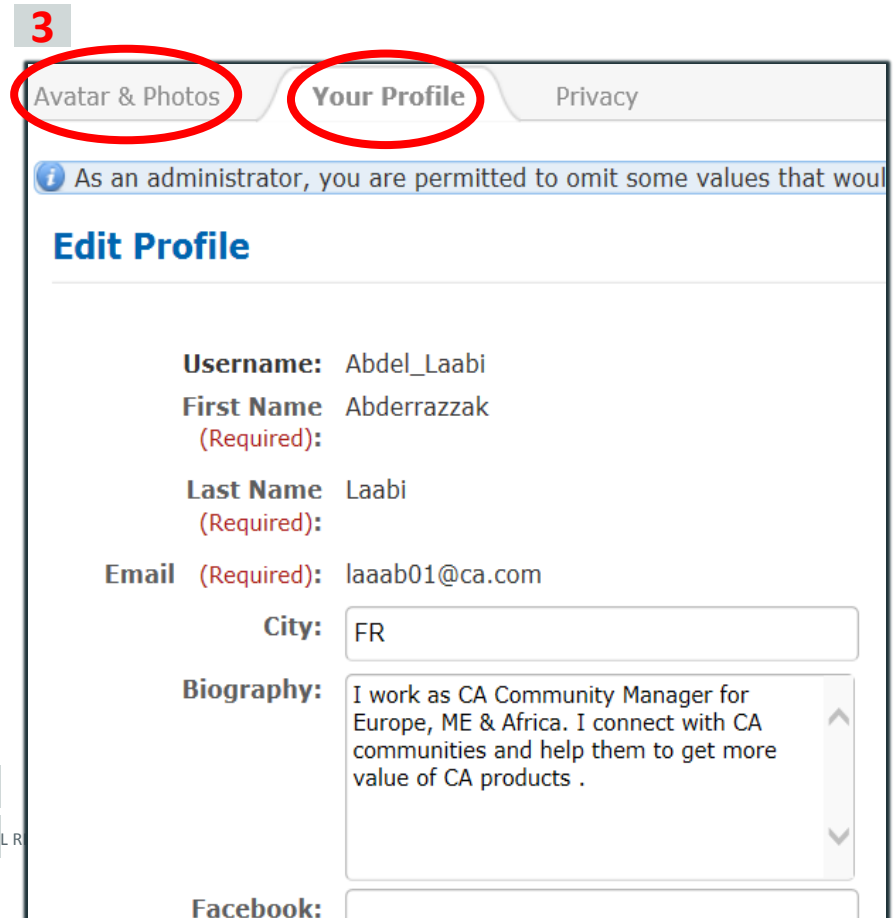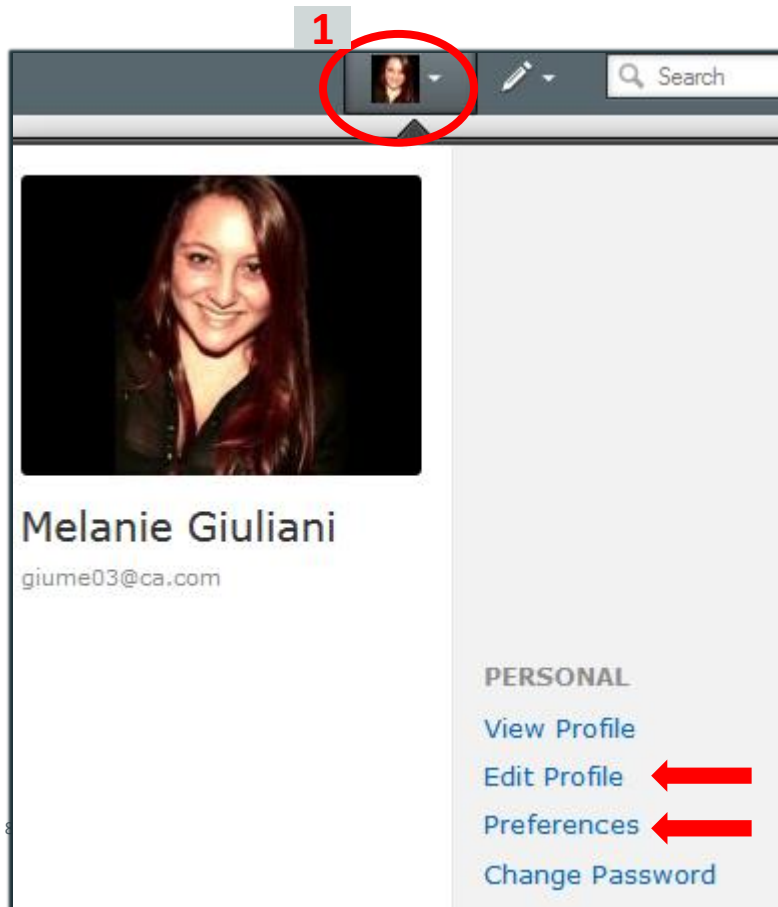

➢ **Contribute to enhance the solution** (Ideation …)

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, …

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

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Ideation: Submit ideas for product enhancements

1) **Global Community:** **https://communities.ca.com/community/ca-security**

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

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

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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

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Thank you