

GUIDANCE FOR YAMMER USAGE AT IMPERIAL

Updated November 2019

WHY USE YAMMER

Yammer is a communications and social network platform provided by Imperial as part of the Microsoft 365 package. You can use it to find out about what people across Imperial are working on, meet other staff with similar non-work interests, and publicise an event or initiative you're working on. Yammer can also be accessed on your mobile via an app, as well as on your desktop.

GETTING STARTED

You will already have access to Yammer through your Imperial Office 365 account – so you can just [log in](#) using your normal username and password.

The all company feed is open to anyone with an Imperial Office 365 account – this includes students as well as staff. Anyone with an Imperial log in can post on it and see the posts.

The all staff group [add link] includes all employees and contingent workers, and it is closed so non-staff cannot see the posts in the group.

You may want to explore other groups via the 'Discover more groups' button in the left-hand sidebar – such as [MeetUp Imperial](#), a staff social group where people with similar interests can meet.

Groups can be open to anyone on the Imperial Yammer so they are visible to anyone with an Imperial log-in, or private so the content is only visible to group members. You can [create your own group](#) if you think there is a topic or community missing from the existing groups. You will need to have some content to contribute and some time to manage the group, as you will own any groups you create.

Lots of guidance on getting started is available on the [Microsoft support pages](#). You might be interested in how to:

- [Edit your notifications settings](#), so you can control what notifications you receive.
- Set up Yammer [on your mobile](#)
- [Search for content](#) – pick a topic you're working on, or something you're interested in

TIPS FOR USING YAMMER

Do:

- Search before you post – your topic or question may have been covered already.
- Keep your posts short and easy to read and digest. Include a link or an image if it's relevant.
- Use a relevant hashtag on your post – hashtags make it easier for others to find your post.
- Consider where you're posting – does your comment or question work best in the all company feed, the all staff group, or a more specific group?

- Stay within the topic area of the post you're responding to or the group you are posting in.
- Respond when someone tags you in a post using @ (you will get a notification when this happens) – and tag others who might be able to help or contribute. You can do this simply by typing @name in your post and then they will be alerted that you've tagged them
- Keep it professional – be honest but [respectful](#).

Don't:

- Don't use Yammer if you need an urgent response – stick to email or phone.
- Don't share private or confidential data or documents on Yammer.

WHAT SHOULD I SHARE ON YAMMER

You can use Yammer to share lots of different types of content. Here are some ideas to get you started:

- Thank or praise a colleague
- Share your team's shared successes
- Publicise an upcoming event or training course
- Share opportunities for staff to give feedback e.g. a survey
- Ask for a contact point for a specific question or issue

COMMENTING AND POSTING

Yammer is a service provided by the College and we want it to be a place where everyone feels welcome while still being mindful of our obligations to uphold freedom of speech as set out in s43 of the Education (No 2) Act 1986. We aim to allow free and open discussion and debate, and we will not attempt to exclude or edit critical opinions. However, to protect this College platform and everyone who uses it, all comments and posts must satisfy some basic conditions.

Your posts, comments or links to external websites should not include:

- potentially libellous, false, or defamatory statements
- hate speech, threatening, or pornographic language; language that incites violence or contains nudity or graphic or gratuitous violence.

Please also ensure that your ideas and comments:

- are [respectful of others](#) – comments should not be malicious or offensive in nature, and should not constitute a personal attack on a person's character
- don't incite hatred on the basis of race, religion, gender, nationality or sexuality or other personal characteristics
- don't reveal the personal details of others, such as private addresses, phone numbers, email addresses or other online contact details

- don't break the law – this includes libel, condoning illegal activity, and breaking copyright
- don't contain photographs or videos of people which have been taken without their consent

In order to ensure that Yammer remains a welcoming community for everyone at the College the site will periodically be monitored by the Communications and Public Affairs division.

The VP Communications and Public Affairs (or nominated deputy), in consultation with the College Secretary, the Director of HR and/or the Director of Student Services, and/or the Assistant Provost for Diversity and Inclusion (or their nominated deputies), reserves the right to delete posts and comments that is deemed to be inappropriate on a College channel, and to suspend the ability of individuals to comment at any time.

Please note that the fact that a comment or post is not deleted, does not mean that it reflects or represents the position of the College as an institution.

Should you have any concerns about content which is posted on Yammer and believe that it may contravene College policy please alert the College [internal communications team](#).

Please note usage of Yammer is also covered under the College's [Conditions of use for IT facilities](#).