QUICK START GUIDE

USER GROUPS

Welcome to Motorola Solutions Communities

This Quick Start Guide will help you navigate and engage in your user group forum experience. Please reach out to your user group contact below if you have any questions or need help troubleshooting.

- MTUG Contact: Lauren Mora
- MPSUG Contact: Tom Malanfant
- CSR Contact: Tom Malanfant
- MUTUAL Contact: Connie Allen
- TRBO Carrier Contact: John Jaderholm

Also be sure to check out and follow the **Motorola Solutions Blogs** to keep updated on the latest industry trends and insights.

The following sections will guide you through the User Group experience and will provide details on how to customize the experience to your needs.

Browse to https://www.motorolasolutions.com/en_us/usergroups.html to start your walk-through!

Changing your Email Notifications

When you are active in your community, you may receive emails alerting you to activity on content and places you are following. You can edit your preferences to choose what content you receive email notifications about and how you view the content with which you interact.

To view or change your email notifications:

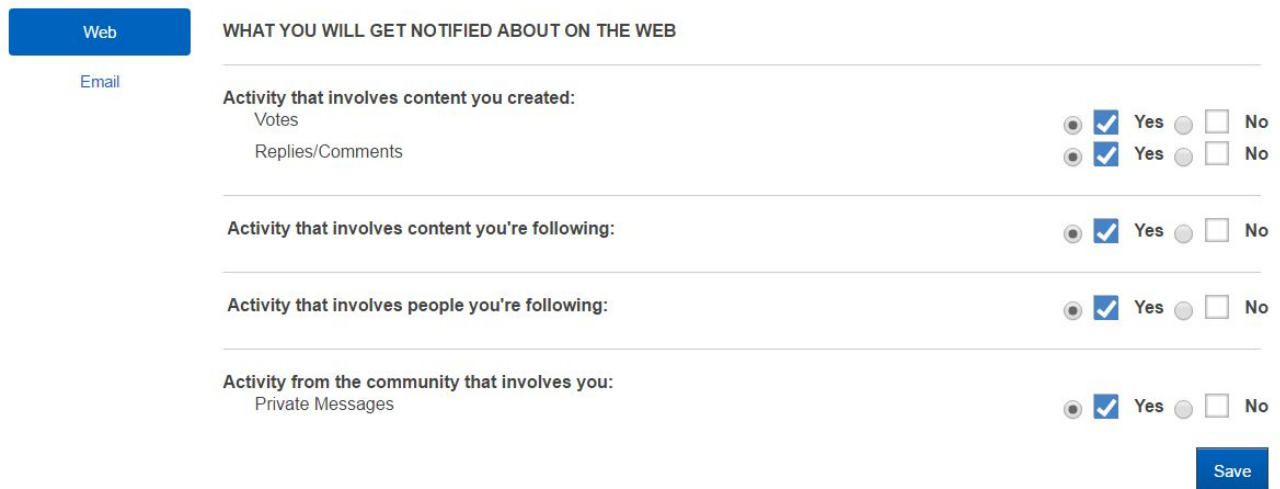1. Click on the word Notifications in the blue navigation bar

2. On the right side of the page, click on the word Notification Settings.

3. On the left side of the page, select Web to view your settings.

4. To change the setting, select the appropriate radio button for yes or for no.
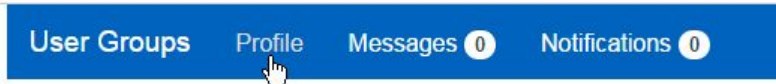

5. Repeat for the same process for Email.
6. Click the Save button to save your changes. A confirmation message will appear on the page to acknowledge that your changes have been saved.

Updating your Profile Settings and Password

You can view and edit your profile information by clicking on the word Profile in the blue navigation bar.

When the page reloads you will see all of your profile information and you have the option to update your personal information, as well as, to update your password.

To update your information:

Click on the blue box called Edit Profile.

The page will refresh and you can update the information in the text boxes. When you have finished editing your information in the text boxes, be sure to save the changes by clicking on the Save Changes box.

To update your password:

Click on the blue box labeled Change Password.

After you click on the blue box, a pop-up window will appear and you can modify your password. Be sure to save your changes.

How to Search or Find Content and People

There are a few ways to help you find people, places and content. Please use the Search box in the top navigation bar to find content across the entire Communities site.

To search people:

1. Navigate to the Members area by clicking on the word Members in the tabbed navigation Note: In order to view the tabbed navigation, you must be a registered user of one of the User Groups..

2. In the Search box, type the person's first <u>or</u> last name and click the Go! button.

User	Abstract	Action
Adam Johnson	No Description	
B JOHN	No Description	
Christopher Johnson	No Description	
John Bowes	No Description	
Johnny Campbell	No Description	
John Cooper	No Description	
John Estell	No Description	
John Jurek	No Description	
John Kafka	No Description	
John Carter	No Description	

Previous   Next

Search results for your search query will display on the page. Click the person's name to access their profile.

To search content associated with a person:

1. Navigate to the User Group landing page here:
   https://www.motorolasolutions.com/en_us/usergroups.html and use the Search box at the top blue navigation bar. Type a person's name and press the enter key. If the person that you are searching for has a common first or last name, you should use the less common of the two for better search results (e.g., search "Connie" rather than "Allen" or "Mowthorpe" rather than "Chris").

| User Groups	Profile	Messages 0	Notifications 0		Connie	Log Out

2. The page will refresh and display all of the content associated with the person who you searched for. A partial listing is below of the search results.

Connie	🔍

Showing 197 results

🗹 **REGISTER FOR THE NATIONAL MTUG MEETING TODAY!**

Connie Allen — Created 35 days ago

As a member of the Motorola Trunked Users Group you are invited to attend the 2014 MTUG National Meeting WHEN Thursday, August 7 & Friday, August 8, 2014 WHERE Hotel Monteleone 214 Royal Street New Orleans, Louisiana 70130 RSVP BY July 28, 2014 Register to attend, click the link below: http://www.cvent.com/d/54qdgk

🗹 **MOTOROLA SURVEY: YOUR EXPERIENCE AND NEEDS COUNT!**

Connie Allen — Created 35 days ago

http://websurvey.motorolasolutions.com/25852100439281Unified MVPN provides a network and client solution for MSI and 3P devices. The goal of Unified MVPN is for a single interoperable solution supporting Mobility, application steering, High Assurance and Quality of Service features. Please help us understand your viewpoints better by completing the survey on the above link.

🗹 **NATIONAL PUBLIC SAFETY COMMUNICATIONS WEEK THANK YOU**

Connie Allen — Created 35 days ago

National PublicSafety Communications Week BlogKaren Carlson, Manager, PSA Product Management andPremierOne PortfolioThank You for a JobWell Done! Almost everyone has a 9-1-1 story or has heard about one onthe news. From the ridiculous – someone calls to complain about a fast-foodorder or for directions to the mall – to incredibly intense, life-threateningcalls. A terrified wife hides from her abusive husband as he searches for herwith a gun, a man trapped in a burning apartment or a crying child who can'twake up his mom. In honor of NationalPublic Safety Communications Week, it seems only

To find content:

1. Navigate to the User Group landing page here:
    https://www.motorolasolutions.com/en_us/usergroups.html and use the Search box at the top of the
    page to find content by typing in a few words or partial words that you would like to search. The Search
    box will display content that matches your search query in a listing that you can click on to access.
    Below is example search on a partial words of "meeting ag" (meeting agenda).
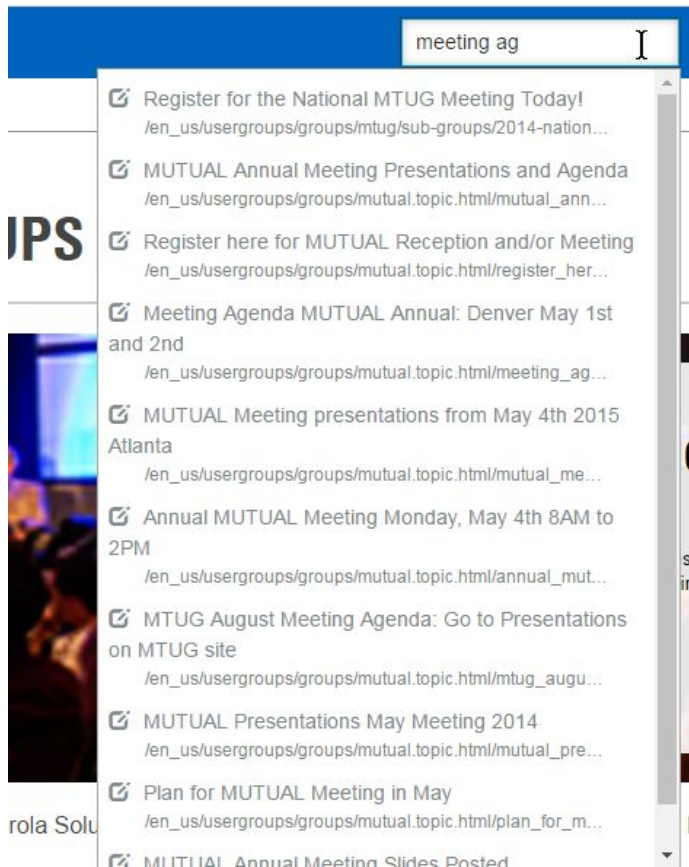
2. A listing of search results can be also be displayed on the page by entering your search query in the Search box that spans the width of the page, and then pressing the enter key. Below is an example.

Finding Content via the Tabbed Navigation

Use the tabbed navigation to browse people, places and content tabs to help find things you may have seen before, or to discover things you may not yet know about.   Note: In order to view the tabbed navigation, you must be a registered user in one of the User Groups.

Overview:

- Discussions: overview on discussion topics, raised in the User Group.
- About Us: overview on the User Group purpose, its administrators and helpful links.
- Calendar: overview on past and future events.
- Q & A: overview on questions asked and answered, as well as the option to post a question.
- Files: documentation storage, as well as, the option to upload a document.
- Activity: overview on your activities within the User Group, as well as, a list of all activities.
- Sub Groups: overview on all sub groups within the main User Group. For information and discussions within the Sub Group, please click on the chosen Sub Group. From here you can browse the content associated with the Sub Group. A Sub Group can also have further Sub Groups: again, please click on the tab Sub Group in the navigation bar to go down a further level.
- Members: overview of all members of the User Group, including the ability to search for members.

How to Ask a Question

If you would like to post a question for others to answer, you need to navigate to the Question & Answer (Q & A) area, which can be found in the tabbed navigation. Click on Q & A to be redirected to the Q & A page.
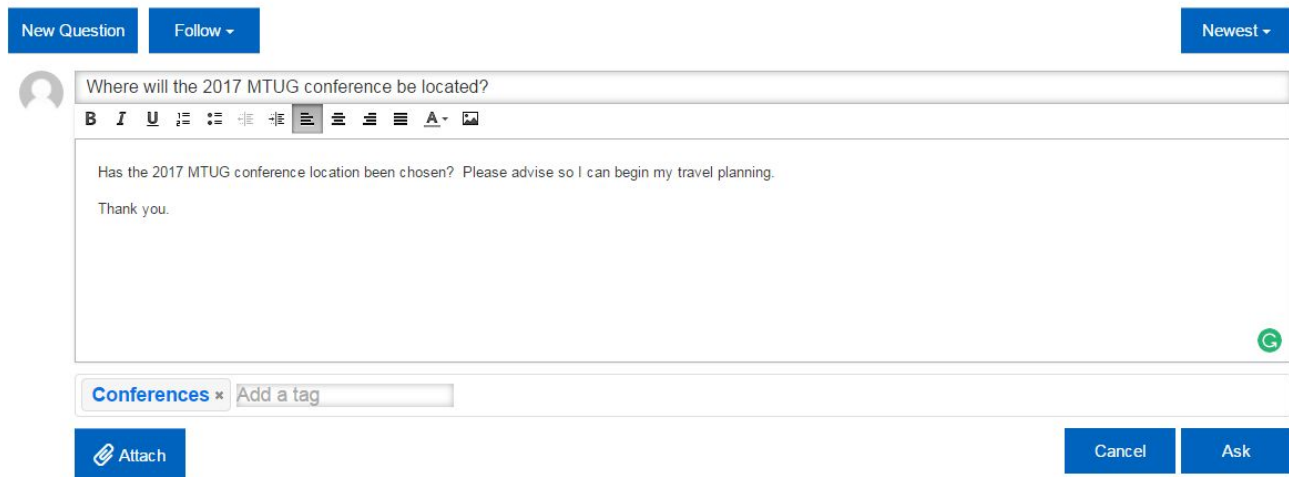
To ask a question:

1. Click the button labeled New Question, which will open a new section on the page.
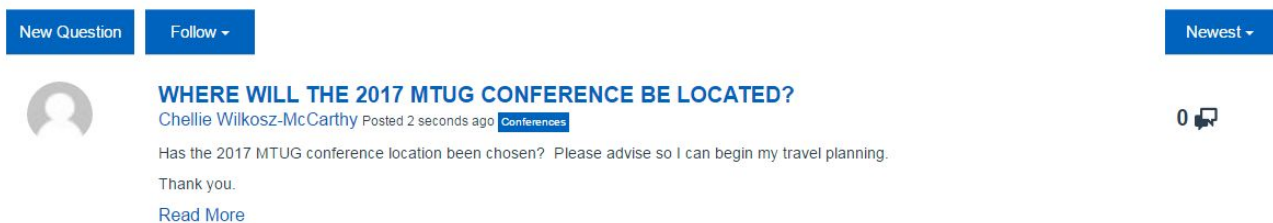
QUESTIONS

2. Enter your question in the top text box next to your profile photo. See below for an example:

3. Enter a tag in the "Add a Tag" box, by typing in in a tag and then selecting the appropriate tag from the pre-populated list. Note: You can add multiple tags.
4. Write additional comment in the content field. You can format your text however you'd like, and you can insert images. <u>Note</u>: This is a required field (in case no additional comments are required, please repeat your question).
5. Attachments are optional and can be added by clicking the Attach button.
6. Click the Ask button to submit your question.
7. The page will refresh to show that your question has been submitted

QUESTIONS

How to Start a Discussion

Discussions allow you to ask a question, seek out suggestions, state an observation or assertion to get feedback, or report a problem. Members of your community can contribute by posting replies.

1. Navigate to the Discussions tab and click on the Discussions tab.

DISCUSSIONS | ABOUT US | CALENDAR | Q & A | FILES | ACTIVITY | SUB GROUPS | MEMBERS

2. Click on New Post which will open a new window for you to type in your content.

TOPICS

[New Post] [Following ▾]

[Following ▾]   [Newest ▾]

Subject

B *I* U ⋮≡ ≔ ⫶ ⫶ ≣ ≣ ≣ ≣ **A**▾ 🖼

Add a tag

[🔗 Attach]   [Cancel] [Post]

3. Enter a subject line into the top text box next to the profile image.
4. Include additional comments in the content box. Note: Content in this box is a required item.
5. Add tag(s) by typing in text and then select the appropriate tag.
6. Attach related files (optional).
7. Click the Post button to submit your discussion topic.

Below is an example of a submitted discussion topic.

SUBSCRIBER / USER FEES:
Greg Eubank Posted 35 days ago Subscriber Information Local Chapter Dashboards Users Sharing Information   4 🗨

Has anybody out there established a subscriber access fee and or other fee structure for subscribers utilizing your trunking systems? I would like to put together a generic cost estimate, that can be used to model the anticipated cost to provide service to system subscribers. If you can post that here or send it to me directly, I would be very appreciative. In the meantime I will put together a rough estimate that I will share with the group for your constructive criticism and or positive feedback! - Greg - (907) 428-7031Greg.Eubank@Alaska.Gov
Read More

How to Upload and Modify an Existing Document

There are two ways to upload a new document into the User Group space. Note: The Drag and Drop option does not allow for a description to be added, but the Create New > Add File does allow for a description to be added. Before you upload/post a new file, please review the saved filename to make sure that the file does not have spaces in it and that the filename is descriptive without a version number. A poor filename
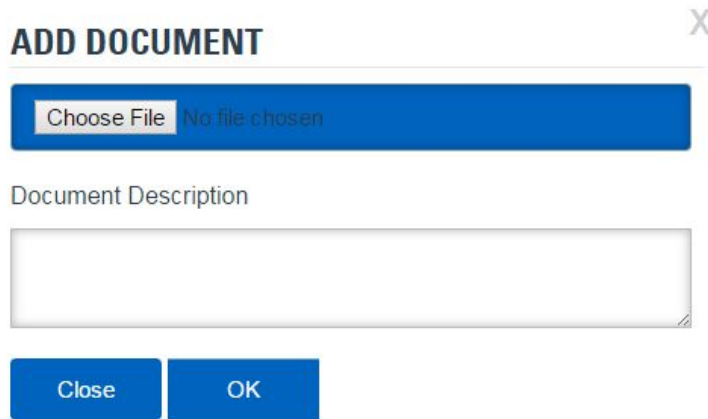
example is: meeting-agenda-ver2.pdf, whereas a better name would be mtug-meeting-agenda-april2016.pdf.

To post a document:

1. Navigate to the Files area in the tabbed navigation and click on the Files.

2. On the page Select Create New > Add File
3. In the pop-up window, locate the file on your computer and enter a brief description of the file. Click OK when finished.

4. Alternatively, you can select the Drag and Drop feature to upload a document. Note: If you choose this option, you will not be given the option to add in a description. The description will automatically be listed as the filename.
5. After you click the OK button, the page will refresh and then the page will display the uploaded document on the page. See below screenshot.. The top document was added by Drag and Drop and the second one listed was added by the Create File>Add File option.

File Type	Name	Description	Last Updated	Rating
	xyz-workshop-notes-november-2016-conference.pdf	xyz-workshop-notes-november-2016-conference.pdf	2 seconds ago Chellie Wilkosz-McCarthy	0.00 out of 5 stars (0)
	meeting-presentation-April2016-conference.pdf	Meeting presentation from the April 2016 conference in Florida.	9 minutes ago Chellie Wilkosz-McCarthy	0.00 out of 5 stars (0)

To amend/modify an existing document:

A document description can be edited and tags can be added after a document is uploaded. Please note that you cannot modify documents uploaded by others.

1. To modify an existing document you need to locate the document, and the easiest way to do this is by looking in the Files section. The other option to locate a file is to do a search query using the Search box located in the blue navigation bar at the top of the page. Using the tabbed navigation, click on Files.
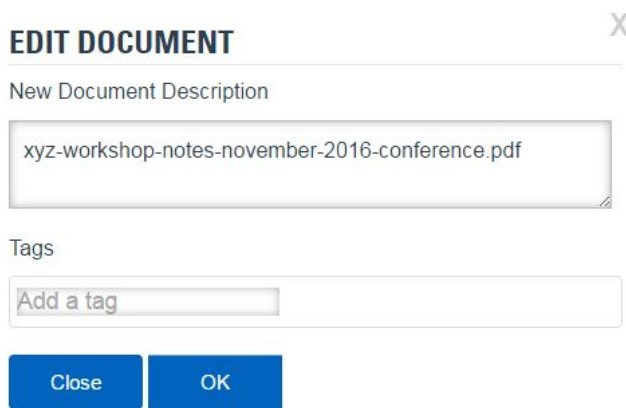

2. When you see the file that needs to be modified, click on it once and then click on Details box located directly above the file.

3. Then click Edit, which will open up a pop-up window where you can edit the description and/or add tags. Click the OK button when you are finished to save the changes.

4. After clicking the OK button, the page will refresh and your changes will be visible on the page.

How to Follow People and Discussions

To follow people:

1. Locate the person that you would like to follow by searching for the person through the Members area which can be found in the tabbed navigation.

2. When you have located the person, click through to his/her profile page.
3. On his/her profile page, click on the blue Follow box and select Activities. The blue box will refresh and the word Follow will change to Following.

Please note! Followers as previously established in the Communities while hosted on the JIVE platform, have not been migrated to the AEM version of Communities. Please re-establish your Followers/ Following in the new Communities environment.
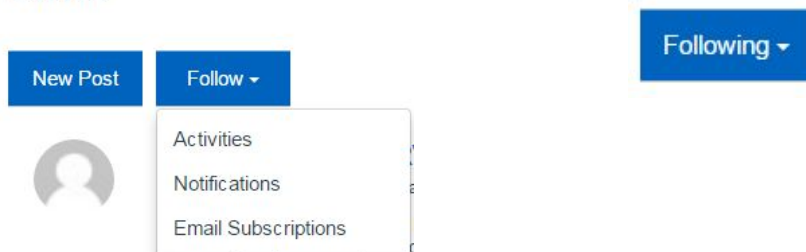
To follow discussions:

1. Navigate to the Discussions area using the tabbed navigation and click on Discussions.

2. When the page refreshes, click on the blue box called Follow and select your choice(s). The box will refresh after you selections are accepted and the box will change to the word Following.

*   Activities: New discussions will appear in your My Activities feed.
*   Notifications: New discussions will appear in your Notifications feed.
*   Email Subscriptions: New discussions will be sent to the email address provided in your profile.
    Note: Email notifications need to be enabled under your Notification settings.

How to Send a Message

The messaging area is designed to look like a mailbox with simple features: an Inbox, Trash, and Sent Items. You also have the ability to delete, and tag items as read, or unread. To access Messages,

navigate to Messages in the blue navigation bar and click on Messages..

User Groups   Profile   Messages **0**   Notifications **0**

To send a message:

1. Click on the blue box New Message, which will then open up a new window to compose a message.

| To | 🔍 |
| Subject | |

Chellie Wilkosz-McCarthy · Dec-01-2016 12:07:41

🔗 Attach File   Send   Cancel

2. In the To line, start typing a person's name and then select the person from the listing of pre-populated names. Note: You can send the message to more than one person.

To	🔍 Jon
	Chuck Jones
Subject	David Jones
	Jon Rossman
Chellie Will	JON (WIZ)
	Jon Sholes
	Jon Rossman
	Jon Atwood
	Jon Lamoureux
	Jon R

3. In the Subject line, type a subject.
4. In the large text box, type in your message.
5. To send the message, click the Send button.
6. To verify that the message was sent, check your Sent Items. All Sent messages will display on the page in a summarize view. To see the entire message, click on the text in the message.

Select: All, Read, Unread, None

☐ **Chellie Wilkosz-McCarthy**   **test message** This is a test message used in the User Guide document. Thanks. Chellie   Dec-01-2016 13:04:04 ●

7. A new window will open and you can view the entire message. From this window, you can also reply, forward, and scroll through all of your messages.

| Inbox | Sent Items | Trash |

New Message		Reply
		Reply All
		Forward
		Delete

test message
Between Chellie Wilkosz-McCarthy and Jon Rossman

Chellie Wilkosz-McCarthy
1 minute ago

This is a test message used in the User Guide document.

Thanks.
Chellie

‹ Newer   Older ›

What about my Privacy?

Motorola Solutions values your privacy. See our [Privacy Policy](#) and [Terms of Use](#).

You can manage your Motorola Solutions Community e-mail communications preferences by [clicking here](#).
or write to:
Motorola Solutions, Inc.
Attention: Privacy Compliance Program
P.O. Box 59263
Schaumburg, IL U.SA. 60159-0263

You can also send an email to: privacy1@motorolasolutions.com