
TRAINING GUIDE

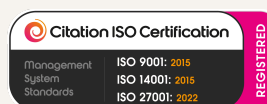
Level 1 The Social Feed

How to read, post and take part in the company news feed in timeware® HRMS, on the web and in the employee app, and who sees each post.

PRODUCT	REFERENCE	VERSION
timeware® HRMS	t2-1025	v1.0

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Certificate No: IMS-491342025,
509932026



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What this covers

This is the Level 1 guide to the Social Feed, the company news feed in timeware HRMS. By the end you will be able to:

- open the Social Feed on the web and read, search and scroll through posts
- write a post with text, images, videos, documents, links, a location or a poll
- save a post as a draft, schedule it for later, or publish it straight away
- edit, duplicate and delete posts
- react, vote in polls and comment, on the web and in the app
- explain who sees each post, how posts reach the employee app, and which permissions each task needs.

Why it matters

Companies need a simple way to share news with their people: a new starter, a team win, a site closure, a summer party. The Social Feed gives them one place to do it. HR and managers post from the web. Employees read the posts in the timeware app on their phone, and can react, vote and comment.

Posts can go to everyone, or only to chosen groups, such as one site or one department. They can go out now, or be scheduled to go live at a set time.

Key terms

TERM	WHAT IT MEANS
Social Feed	The company news feed. On the web it is the Social feed page. In the app it is the Feed tab.
Buzz	The product's name for a post on the Social Feed. Buttons and messages use it, for example Post a Buzz .
Buzz category	The kind of post, such as Announcement , Celebration or Training . It sets the small icon beside the post's heading.
Draft	A post that is saved but not shared. Only its author, and people who can manage all posts, can see it.
Scheduled post	A post set to go live at a future date and time. Until then, app users cannot see it.
Published post	A post that is live. People can see it, react to it and comment on it.
Audience	The people a post is meant for, such as one site or one department. The app only shows a post to employees in its audience. A post with no audience goes to everyone.
Reactions	Quick responses to a post: Like , Love , Laugh , Celebrate and Smile . Each person can give one reaction per post.
Poll	A question with 2 to 10 answers, added to a post. Each person can vote for one answer.
Community rules	A short set of rules for comments. App users agree to them once, before their first comment.
Report and Block	Tools in the app. Report comment sends a comment to the company's administrators to review. Block hides a colleague's comments for you only.
ESS policy	The settings that decide what employees see in the app. Its Social feed box switches the feed on or off in the app.
Application policy	A set of permissions given to web users, sometimes called a role. A customer's administrator manages them under Configuration > Advanced > Application policies .
Read, Create, Update, Delete	The switches on each row of an application policy. Read means "can see", Create "can add", Update "can change" and Delete "can remove". Some rows also have an Upload Files switch.

Table 1 — Key terms

What permissions are required

Web users and app users get into the Social Feed in different ways. Web users need permissions on their application policy. App users need the feed switched on in their ESS policy.

On the web

The row is **Key features > Social feed** in **Configuration > Advanced > Application policies**.

THE USER WANTS TO...	THEY NEED
Read the feed and its comments	Read on Social feed.
Write posts, duplicate posts and comment	Create on Social feed. With Create, the Post a Buzz button appears and the user also sees their own drafts and scheduled posts in the feed.
Upload images and documents from their computer	Upload Files on Social feed. Without it, the Upload a file button is hidden and they can only use Choose from Media Library .
React and vote in polls	Update on Social feed. Taking a reaction or a vote back needs Delete.
Edit, schedule or publish their own posts	Nothing extra. Authors can always edit, schedule, publish and delete their own posts.
Edit, schedule or publish anyone's posts, and see other people's drafts	Update on Social feed (with Create, to see drafts in the feed).
Delete anyone's posts	Delete on Social feed.
Delete their own comments	Nothing extra. Authors can always delete their own comments.
Review reported comments and delete anyone's comment	Review reported comments , a separate switch under the Social feed row. Read lets them see the reports. Update lets them decide on them and delete any comment.

Table 2 — Web access needed for each task

NOTE

After an administrator changes an application policy, the user should click **Log out** and sign back in. Until they do, their menus and buttons can still reflect the old permissions.

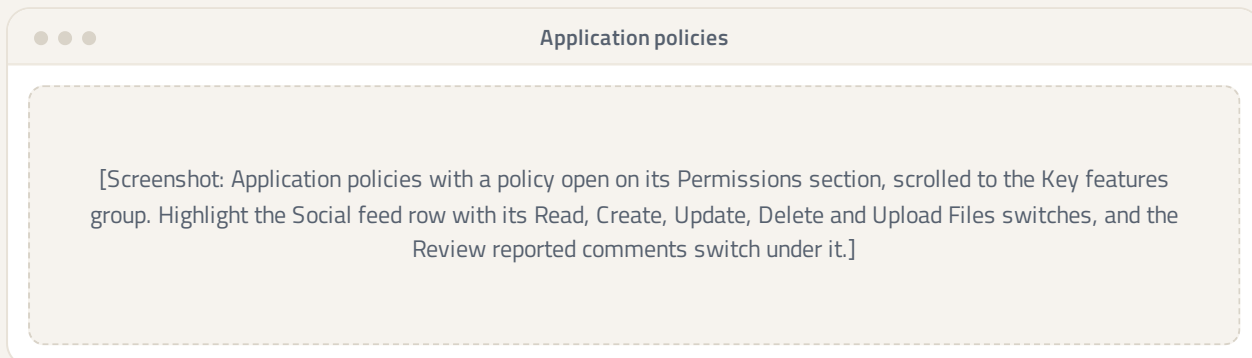


Figure 1 — The Social feed row on an application policy

In the app

App users do not use application policies. They see the **Feed** tab when the **Social feed** box is ticked on their ESS policy. The box is under **Features**, in the **Shown in the app** panel, on **Configuration > People > ESS policies**. It is ticked by default. Its tooltip reads **Shows company news and posts in the app**.

In the app, employees can read posts, react, vote, comment, report comments and block colleagues. Posting is done on the web.

How it works: The Social Feed

On the web, the Social Feed is one page. Posts are listed newest first. Each post is a card: who posted it and when, its category icon and heading, the text, and anything attached. Reactions, comments and poll votes happen on the card itself.

Walkthrough: open and read the feed

1 Open the Social Feed

Open the main menu and click **Social feed** in the **Home** column.

You see: a banner reading **Social feed** and **Here's what's buzzing around the team today**. If you can post, a **Post a Buzz** button sits in the banner. Below it is a **Search...** box and the list of posts.

2 Read a post

Each card shows the author's name and photo, when it was posted, and a status chip: **Published**, **Scheduled** or **Draft**. The heading has a category icon beside it. If the post has an audience, an **Audience** label appears beside the heading.

3 Look at images and videos

The first image shows large, with a counter such as **1 / 3** and its caption. Click a thumbnail underneath to show that image instead. Click a video's play button to watch it.

4 Open links, documents and locations

Links and email addresses show as chips; clicking one opens it in a new tab. Documents show as chips with a file icon. A location shows as an address chip; clicking it shows a map.

5 Search the feed

Type a word in **Search...** The feed shows posts with that word in the heading or text.

You see: **No Buzzes found** if nothing matches.

6 See older posts

The feed shows 10 posts at a time. Scroll down and click **Load more** for the next 10.

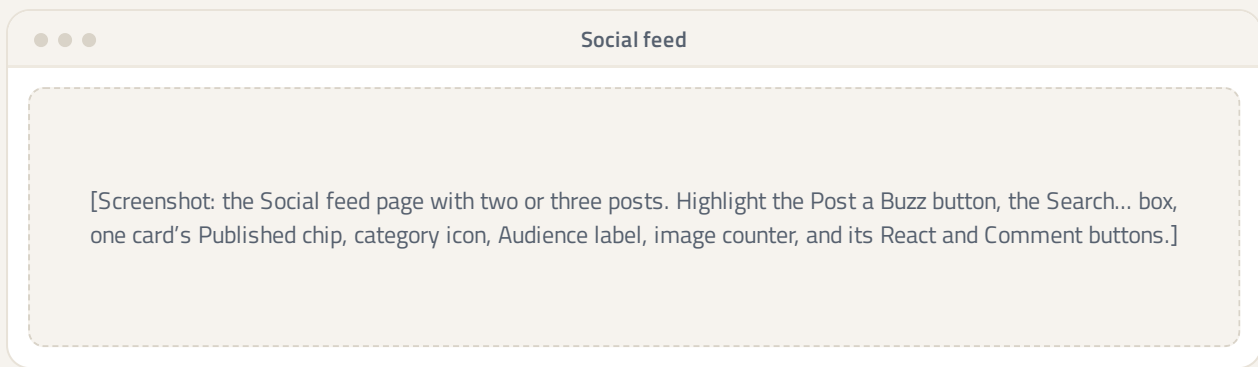


Figure 2 — The Social feed page

Walkthrough: post a Buzz

1 Start a new post

Click **Post a Buzz**.

You see: the **Post Buzz** window. The editor is on the left. On the right, a **Mobile Feed Preview** shows how the post will look in the app, and updates as you type.

2 Choose when it goes live

Leave **Publish buzz on** empty to publish as soon as you post. To schedule it, pick a date and time.

3 Choose the audience

Leave **Audience** empty to send the post to everyone. To narrow it, click the box and choose people or groups. See *Who sees what* later in this guide.

4 Pick a category

Choose from **Buzz category**, for example **Announcement** or **Celebration**. It starts on **Social event**.

5 Write a heading and the text

Type a **Heading** (up to 48 characters) and the **Body** (up to 1,200 characters). Both are required. The body editor has simple formatting such as bold and lists.

You see: counters such as **12/48** and **240/1200** under each box.

6 Add extras, if you want them

Use the tabs under the body: **URLs or Emails**, **Images**, **Videos**, **Documents**, **Poll** and **Location**. A tab shows a number when it has something in it.

7

Post it

Click **Post**. Or click **Save as draft** to keep it private for now.

You see: Buzz has been posted successfully. or **Draft saved successfully**, and the post appears in the feed.



Figure 3 — Writing a post in the Post Buzz window

What each tab adds

TAB	WHAT YOU CAN ADD
URLs or Emails	Web links and email addresses. Click Add Additional URL/Email for another box.
Images	Up to 4 images, each with an optional caption of up to 80 characters. The first image is the large one on the card.
Videos	Up to 2 videos, chosen with Choose from Media Library , each with an optional caption.
Documents	PDF, Word, Excel and PowerPoint files, up to 10 MB each. You can change the name shown on the chip (up to 80 characters).
Poll	One question with 2 to 10 answers. See the next walkthrough.
Location	An address: Line 1, Line 2, Town/city, County, state or province, Postcode or ZIP code and Country.

Table 3 — The tabs in the Post Buzz window

On the **Images** and **Documents** tabs you can click **Upload a file** to pick a file from your computer, or **Choose from Media Library** to use a file the company has already stored. Videos always come from the Media Library.

Walkthrough: add a poll

1 Open the Poll tab

In the **Post Buzz** window, click the **Poll** tab, then **Add Poll**.

2 Ask the question

Type it in **Poll question** (up to 200 characters), for example “Which day suits the team lunch?”.

3 Add the answers

Under **Poll Answers**, type each answer in an **Enter an answer...** box. Click **Add Answer** for more, up to 10. Every answer box must be filled in.

4 Post as normal

Click **Post**. To take the poll off before posting, click **Remove Poll**.

You see: the poll on the card, with one button per answer and **0 votes**.

Walkthrough: schedule, publish or duplicate a post

Drafts and scheduled posts show in the feed for their author, with a **Draft** or **Scheduled** chip. A scheduled post also shows **Goes live** and the date. Reactions, comments and votes open once a post is published.

1 Open the post's menu

On the card, click **Post actions** (the three dots, top right).

You see: **Edit**, **Duplicate** and **Delete**. For a draft you also see **Schedule** and **Publish now**. For a scheduled post you see **Reschedule** and **Publish now**. Items you cannot use are greyed out.

2 Schedule it

Click **Schedule** or **Reschedule**. Pick a date and time in **Publish buzz on** and click **Schedule**.

You see: **Buzz rescheduled successfully**. The card changes to **Scheduled**.

3 Or publish it now

Click **Publish now**.

You see: **Buzz published successfully**. The card changes to **Published**.

4 Duplicate a post

Click **Duplicate** to reuse a post, for example a monthly reminder.

You see: **Buzz duplicated as a draft**. The copy is a new draft, owned by you, ready to edit.



Figure 4 — A scheduled post and its Post actions menu

Walkthrough: edit or delete a post

1 Edit the post

Click **Post actions**, then **Edit**.

You see: the **Edit Buzz** window with the post filled in.

2 Make your changes and save

Change anything you need and click **Save**. Clicking **Save as draft** instead takes a published post back to a draft, so app users no longer see it.

You see: **Buzz has been updated successfully.**

3 Delete the post

Click **Post actions**, then **Delete**.

You see: **Are you sure you want to delete** followed by the post's heading.

4 Confirm

Confirm the delete.

You see: **Buzz has been deleted successfully.** The post, its reactions, comments and votes are gone from the web and the app.

Walkthrough: react, vote and comment on the web

1 React to a post

Click **React** under the post and choose **Like**, **Love**, **Laugh**, **Celebrate** or **Smile**. Choose a different one to change it. Choose the same one again to take it back.

2 Vote in a poll

Click an answer.

You see: the results: each answer with a bar and a percentage, your answer highlighted, and the total such as **12 votes**. Click another answer to change your vote, or click **Retract vote** to take it back.

3 Read the comments

Click **Comment**.

You see: the comments under the post, with the count, such as **3 comments**. **Load more** shows older ones.

4 Add a comment

Type in **Write a comment...** (up to 2,000 characters) and click **Post**.

5 Delete your comment

Click **Delete** beside your comment and confirm.

Who sees what

Two things decide who sees a post: its status (draft, scheduled or published) and its audience. The audience controls what employees see in the app. Web users with Read on Social feed see every published post, so HR can always check what has gone out.

POST	ON THE WEB	IN THE APP
Draft	Its author. Users with Create and Update on Social feed also see other people's drafts.	Nobody.
Scheduled	Users with Create on Social feed, until it goes live.	Nobody, until it goes live.
Published, no audience	Everyone with Read on Social feed.	Every employee whose ESS policy has Social feed ticked.
Published, with an audience	Everyone with Read on Social feed, with an Audience label on the card.	Only employees in the audience.

Table 4 — Who sees a post, by status

How the audience works

The **Audience** box in the **Post Buzz** window uses the same people picker as other parts of the product. You can choose:

- **Individuals:** named employees, picked one at a time.
- **Organisational units:** organisations, divisions, sites, departments, groups, job profiles, work patterns, leave entitlement policies, the company's custom groups, and employment categories.
- **Managers:** choose a manager to reach their team. **Management scope** sets **Direct reports** or **Entire reporting hierarchy**.
- **Saved filters:** **Copy from saved filter** fills in the choices from a filter the company has already saved.

The picker shows a live count, such as **45 of 300 people**, so you can check the size of the audience before you post.

HOW CHOICES COMBINE

Choices of the same kind widen the audience: "Site A" and "Site B" reaches people at either site. Choices of different kinds narrow it: "Site A" and "Sales" reaches only the Sales people at Site A.

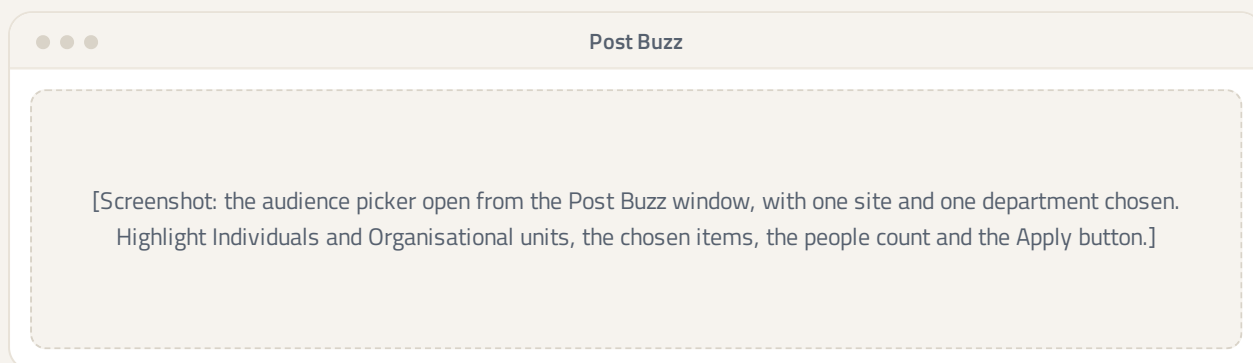


Figure 5 — Choosing an audience

How posts reach the app

Employees see the Social Feed in the timeware app on the **Feed** tab. The screen is headed **Social Feed**. Posts arrive when the employee opens the tab or pulls down to refresh; the app does not send a push notification for new posts. Instead, the **Feed** tab shows a badge with the number of new posts since the employee last looked.

- **What the app shows:** published posts only, newest first, filtered by audience. Each card shows the author and their job title, the category icon and heading, the text, links, documents, the location, images, videos and any poll.
- **Offline:** if the phone has no signal, the app shows the feed as it was last loaded, with **You are offline. This is the feed as last loaded; pull down to try again.**
- **Nothing to show:** the screen says **No posts yet.**

Walkthrough: take part in the app

1

Open the feed

Tap **Feed** at the bottom of the app. Pull down to refresh.

2

Look at photos and videos

Tap a photo to open it full screen. Tap a video's play button to watch it.

3

Tap **React** and choose one of the five reactions. To take it back, press and hold your reaction, or tap it again in the list.

4

Tap an answer. Tap a different one to change your vote, or tap **Remove vote**.

5

Tap **Comment**, type in **Write a comment...** and tap **Send**.

You see: the first time, **Community rules**, asking the employee to be respectful. They tap **I agree** once, and the comment is sent.

6

Tap the menu beside a colleague's comment, then **Report comment**. Choose a reason: **Harassment or bullying**, **Offensive or hateful**, **Spam or misleading** or **Something else**.

You see: Thanks. Your employer's administrators will review this comment.

7

From the same menu, tap **Block** and the colleague's name, then **Block** again to confirm. Their comments are hidden for you, and they are not told. To undo it, go to **Settings**, then **Blocked colleagues** under **Social Feed**.

8

Tap the menu beside your comment, then **Delete**, and confirm.

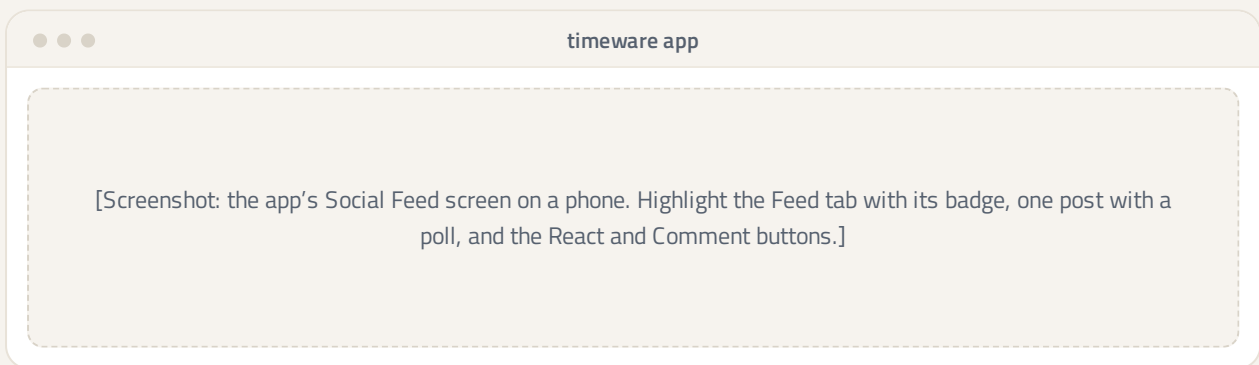


Figure 6 — The Social Feed in the app

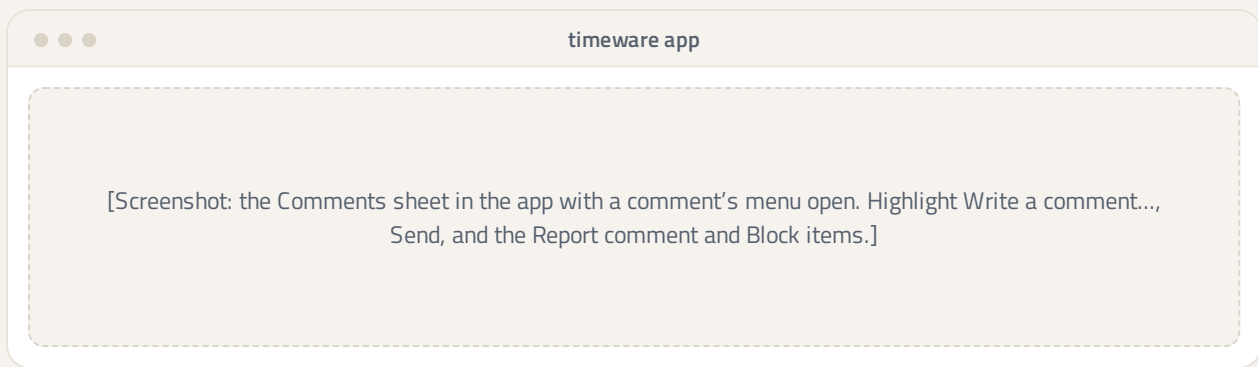


Figure 7 — Comments in the app, with Report and Block

What happens to a reported comment

A reported comment stays in the feed until someone decides on it. Web users with Read on **Review reported comments** see a **Reported comments** widget on the Dashboard, with a count such as **2 comment reports waiting for a decision**. **[Check: whether the widget appears on dashboards automatically or has to be added.]**

Opening it lists each report with the **Post**, the **Comment**, who wrote it (**Written by**), who reported it (**Reported by**) and the **Reason**. A user with Update on **Review reported comments** clicks **Delete comment** to remove it for everyone, or **Dismiss report** to leave it in place.

Limits at a glance

WHAT	LIMIT	NOTES
Heading	48 characters	Required
Body	1,200 characters	Required
Images	4 per post	Captions up to 80 characters. [Check: the image size to quote. The picker takes JPG, PNG, GIF and WebP up to 10 MB, but saving may refuse files over 1 MB, and GIFs.]
Videos	2 per post	From the Media Library only
Documents	10 MB each	PDF, Word, Excel and PowerPoint
Poll	2 to 10 answers	Question up to 200 characters
Comments	2,000 characters	Per comment
Posts kept	100 published posts	Publishing the 101st removes the oldest for good. [Check: that this is the figure to quote to customers.]

Table 5 — Limits at a glance

How it connects to other features

- **Application policies:** the Social feed row decides what each web user can do. Its **Review reported comments** switch is for moderators, who decide on reports from the **Reported comments** widget on the Dashboard.
- **ESS policies:** the **Social feed** box decides whether employees see the feed in the app.
- **The employee app:** posts written on the web appear on the app's **Feed** tab, filtered by audience.
- **Media Library:** images and documents can be picked from it, and videos always come from it. Each video is copied into the post.
- **Organisation structure:** audiences use the company's sites, departments, groups, managers and other structure, based on each employee's current employment.

Things to be aware of

- **Audience applies in the app.** Web users with Read see every published post, whatever its audience. Only app users are filtered.
- **Posting is on the web.** Employees read and take part in the app, but posts are written on the web.
- **No push notifications for posts.** The app shows a badge on the **Feed** tab instead.
- **Authors keep control of their own posts.** Anyone who wrote a post can edit, schedule, publish or delete it, even without Update or Delete on their policy.
- **Feed order.** Posts are ordered by when they were created. [Check: whether a scheduled post should appear by the time it goes live; today it appears by the time it was written, so it can sit below newer posts.]
- **The oldest posts are removed.** The feed keeps 100 published posts. When a new one goes live, anything beyond that is deleted for good, with its comments and reactions. Drafts and scheduled posts are not counted.
- **Engagement waits for publishing.** Drafts show **Not scheduled yet** and scheduled posts show **Reactions and comments open once published**.
- **Editing a poll keeps its votes.** Answers you leave in place keep their votes when you edit a post.
- **Blocking is private.** It only hides a colleague's comments for the person who blocked them. It does not hide their posts, and comment counts leave out blocked colleagues' comments.
- **Targeting a manager.** Choosing a manager reaches the people who report to them. [Check: that the manager themselves is meant to be left out of that audience in the app.]
- **Menu link.** **Social feed** shows in the main menu for every web user. Without Read the page shows **We couldn't load the Social Feed.** with a **Retry** button. [Check: whether the menu link should be hidden for users without Read.]
- **Category list.** **Buzz category** also lists **Undefined**, which shows a plain icon. [Check: whether Undefined should be offered.]
- **Turning the feed off in the app.** Unticking **Social feed** on an ESS policy hides the **Feed** tab and the **Blocked colleagues** setting for those employees. Posts are not deleted.

Common support questions

“The Social feed page says it couldn’t load.”

Check that the user’s application policy has Read on **Key features** > **Social feed**. After a change, the user should log out and back in.

“I can’t see the Post a Buzz button.”

Their policy needs Create on Social feed.

“There’s no Upload a file button when I add an image.”

Their policy needs Upload Files on Social feed. Without it they can still use **Choose from Media Library**.

“An employee can’t see a post in the app.”

Check, in this order: is the post published, not a draft or scheduled? Is the employee in its audience? Is **Social feed** ticked on their ESS policy? Has the employee pulled down to refresh?

“Everyone at head office can see a post meant for one site.”

That is expected on the web. Web users with Read see every post. The audience filters what employees see in the app.

“An old post has disappeared.”

The feed keeps 100 published posts. The oldest are removed as new ones go live. It may also have been deleted, or taken back to a draft.

“How do I remove an offensive comment?”

The author can delete their own comment. Anyone else needs Update on **Review reported comments**; they can delete it from the feed, or from the **Reported comments** widget if it was reported.

Try it yourself

Use a demo or training company, never a customer's.

1 Post a Buzz

Open the Social feed and click **Post a Buzz**. Choose **Announcement**, add a heading, some text, one image and a link, and watch the **Mobile Feed Preview**. Click **Post**.

2 Add a poll and vote

Post a second Buzz with a poll of three answers. Vote, change your vote, then click **Retract vote**.

3 Schedule a draft

Write a third Buzz and click **Save as draft**. From **Post actions**, schedule it for tomorrow, then click **Publish now**.

4 Target an audience

Duplicate one of your posts, edit the copy and set its **Audience** to one site. Publish it and look for the **Audience** label on the card.

5 Check it in the app

Sign in to the app as a test employee at that site, then as one at another site. Compare what each sees on the **Feed** tab. React and comment as one of them.

6 Tidy up

Delete your practice posts from **Post actions**.

TIP

Check your understanding. An HR manager posts a notice for the Leeds site only. A Manchester employee says they cannot see it in the app, but their Manchester line manager can see it on the web. Is something wrong?

Answer: no. The audience filters what employees see in the app, so the Manchester employee is correctly left out. Web users with Read on Social feed see every published post, whatever its audience.