UtahStateUniversity

MyUSU Community Admin Guide

Everything admins need to know about creating and maintaining an effective MyUSU Community



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Purpose of MyUSU Communities

DIGITAL HUBS FOR AGGIES

The core purpose of MyUSU is to connect users to all the resources, information, events, and staff they need in order to have a full and successful experience at Utah State. MyUSU communities serve the same purpose, but catered to your specific audience. The ideal MyUSU community acts as a centralized digital hub; the place your community members can go to access resources, complete tasks, find key information, or connect with other members and leadership. You'll know you've built a great hub when many of your organization's needs and questions can be resolved with "You can find that in our MyUSU community."

This guide serves as a comprehensive manual for all community admins, walking you through community features, policies, and best practices. It is designed to assist admins who currently manage a community or plan to launch one in the future.
If you are interested in starting a new community, please contact the MyUSU manager to begin the process.

MyUSU Support

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COMMUNITY FEATURES

Your digital hub is fully customizable with a variety of features and settings available, giving you the ability to create a community that fits your organization's unique needs.

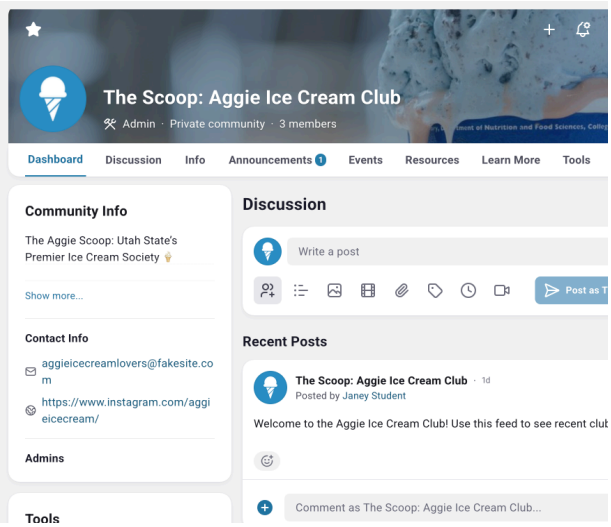
Below is an overview of the core features available within a MyUSU community. You can follow the walkthrough link below each feature to learn more, or continue reading through this guide to learn about MyUSU community management policies and best practices.

Pro Tip: Several of these elements—including events, tasks, and search results—will automatically integrate into a user's main MyUSU account. For example, any event you add to your community calendar will automatically populate on the personal MyUSU calendar of every single member in your group.

Dashboard

The community dashboard serves as your MyUSU community's central landing page, allowing you to highlight recent posts, upcoming events, announcements, or essential tools in one customizable view. We highly recommend using this feature to consolidate your most important resources into a single, high-impact landing spot.

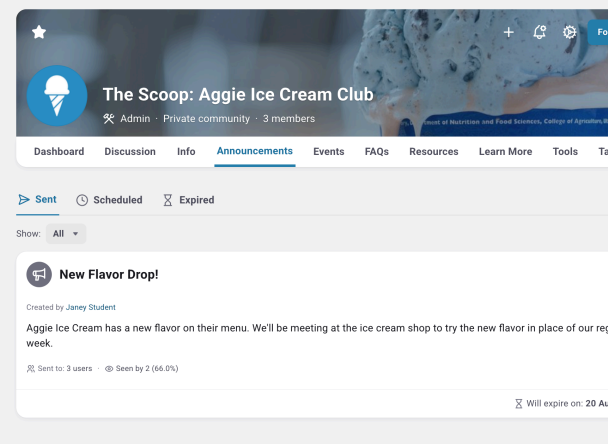
Dashboard Walkthrough



Announcements

In addition to the discussion feed, announcements can be used to relay important updates and information to community members. We highly recommend reserving this feature for timely, action-oriented information, such as deadline reminders or special events.

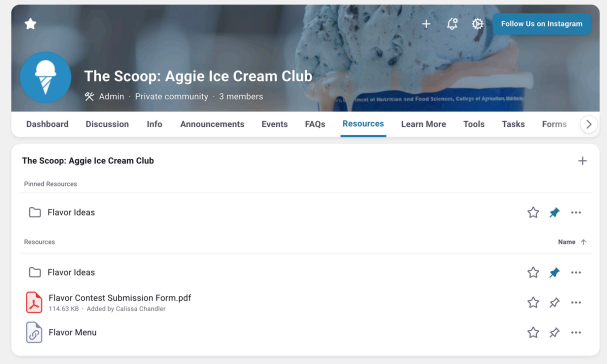
Announcements Walkthrough



Resources & Tools

The Resources and Tools sections are distinct but complementary areas designed to streamline how your members find information and take action.

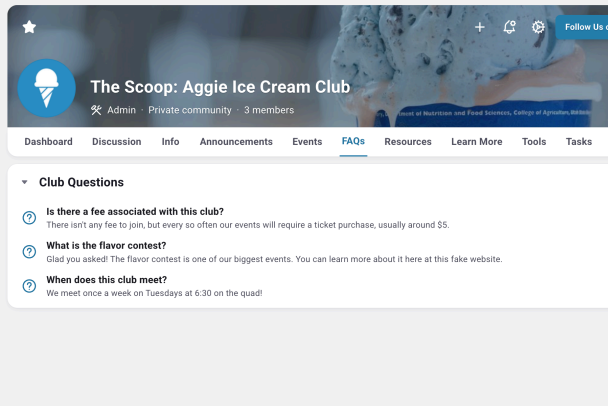
Resources & Tools Walkthrough



FAQs

The FAQs section allows you to provide direct answers to your community's most common questions. You can include hyperlinks within your answers to guide users to additional documentation or external resources.

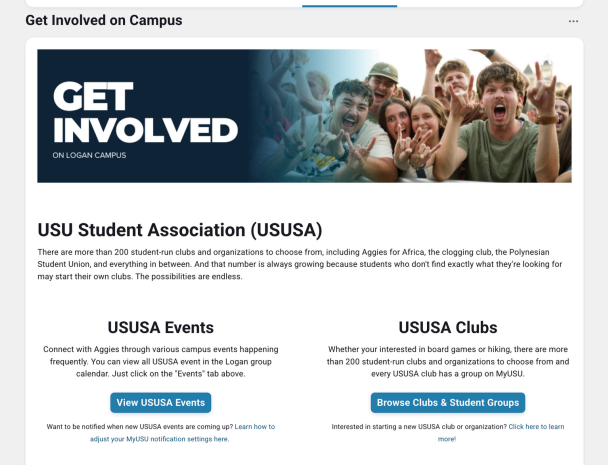
FAQs Walkthrough



Pages

Custom pages allow you to house static information within your community, functioning much like a standard webpage. You can build these pages using HTML or a user-friendly WYSIWYG editor, with pre-made templates available from the MyUSU team.

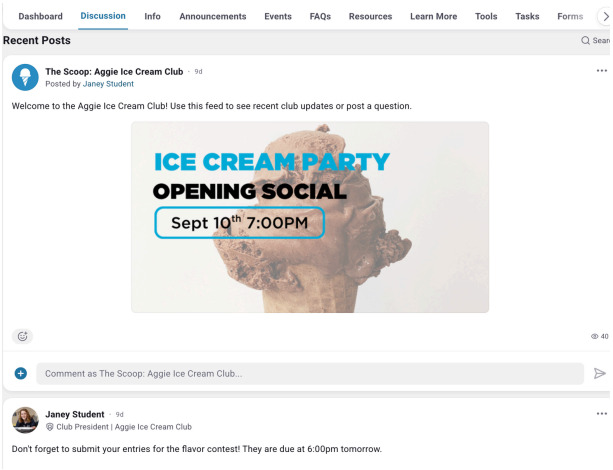
Pages Walkthrough



Discussion Feed

Often the most dynamic part of your MyUSU community, the discussion feed allows members to stay informed and connected through real-time posts, comments, and reactions. Use this space to turn static updates into interactive exchanges that keep your community engaged.

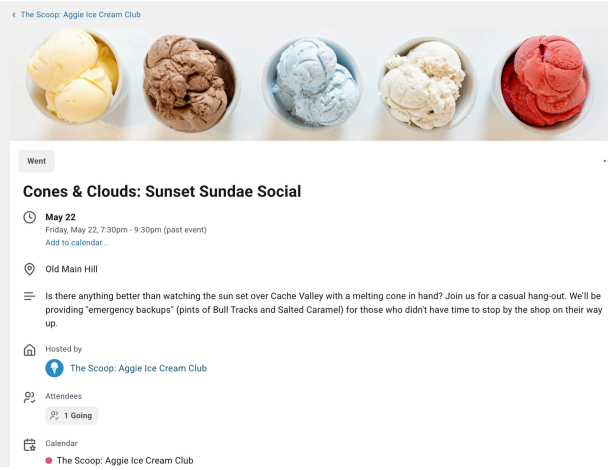
Discussion Feed Walkthrough



Events

The Events feature provides a dedicated space to showcase your community's calendar, allowing members to view details, RSVP, access tickets, and check in seamlessly. Event calendars are a great way to drive engagement and encourage new members to join your community.

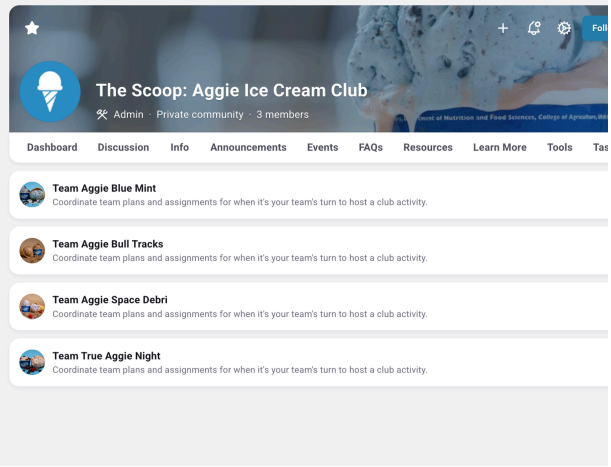
Event Calendar Walkthrough



Chats

Chats provide a focused, private space for communication within your community, allowing you to reach specific subgroups or host discussions on dedicated topics.

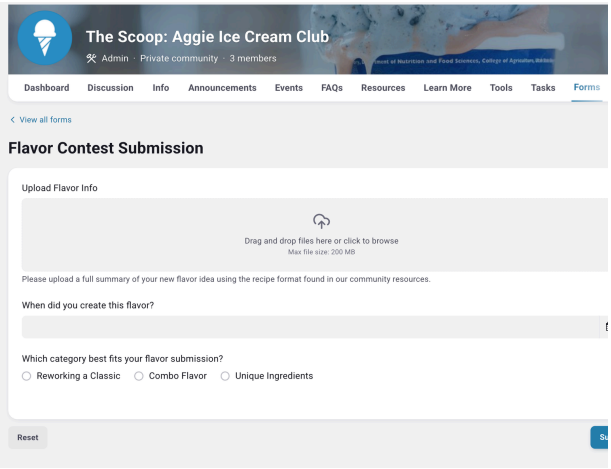
Chats Walkthrough



Forms

The forms feature allows you to create various intake forms for your community, such as event RSVPs or information requests for new members. These forms are hosted and managed entirely within your community hub.

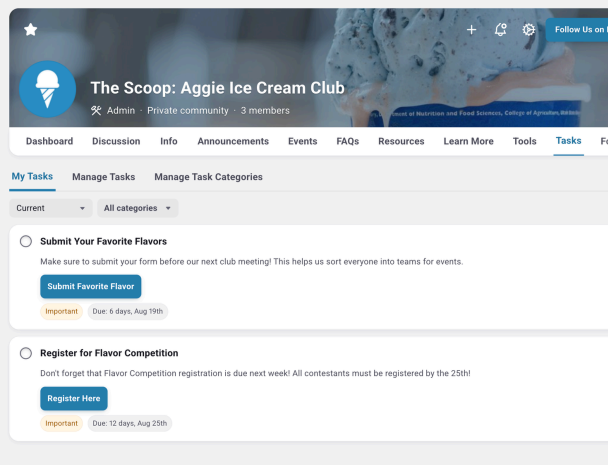
Forms Walkthrough



Tasks

Tasks empower community admins to assign specific to-do items directly to members, ensuring important action items are completed on time. Each task can feature detailed instructions, a clear "Call to Action" button, and a due date to keep everyone on track.

Tasks Walkthrough



COMMUNITY ADMINISTRATION

Every MyUSU community must have **at least two full-time employees** serving as admins.



While there is no maximum limit, we recommend only adding individuals who actively manage the community, serve as supervisors, or are needed to meet the two-admin requirement. Student leaders, student employees, and part-time staff may all be added as admins.

For step-by-step instructions on how to add admins to your community, see the Roles & Permissions section of this guide.

Admin Training

All admins must complete the required Admin Training. This mandate applies to any new admin added throughout the lifespan of the community, not just during the initial launch. You can find the Admin Training by searching in MyUSU or visiting https://it.usu.edu/myusu.

MyUSU Admins Community

Managed by the MyUSU team, this community offers resources and updates for full-time staff serving as community admins. Use it to stay informed and collaborate with fellow admins.

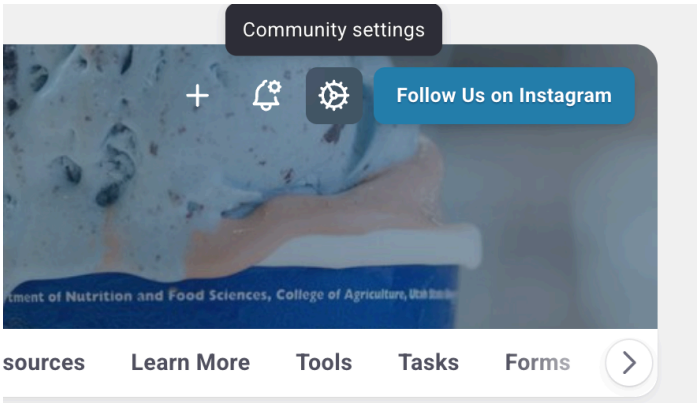
Full-time staff are added automatically. Separate support groups exist for student-led communities, with details shared during their initial build meeting.

COMMUNITY SETTINGS

The MyUSU team will help design and organize your features during the initial build. To help you manage your community moving forward, use the reference guide below to locate and customize your settings.

Full Admins can access their community settings by clicking the gear icon in the top-right corner of their community banner.

In this section of the guide, we'll walk you through each section of your community settings and the best practices and policies related to them.



You will find the following sections in your community settings:

Community Info

Manage your community's basic information and contact details.

Members

Manage your community membership and opt-out list.

Roles & Permissions

Manage your community admins, member permissions, and additional roles.

Features & Appearance

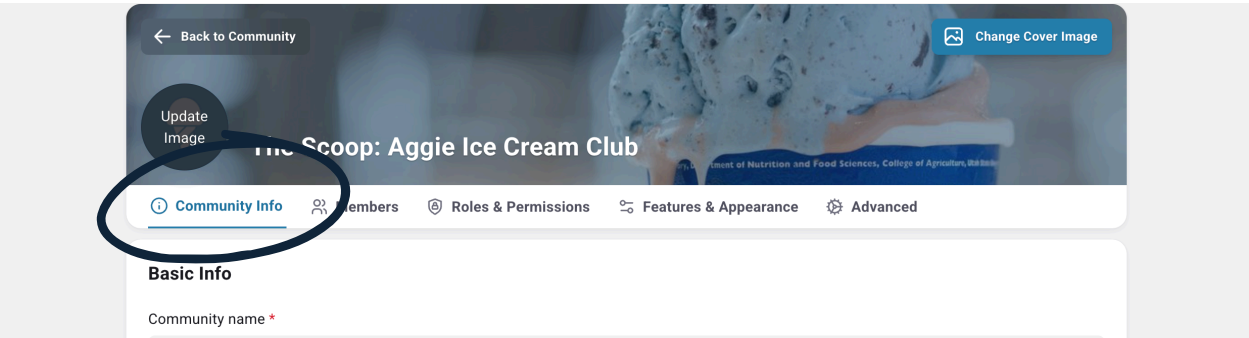
Enable or disable various available features and the main menu of your community.

Advanced Settings

Add a welcome notification to your community and manage privacy settings.

This guide will walk you through each section, as well as additional permissions and configurations to consider when managing your community.

Community Info



This is where you can edit all the information displayed on the “Info” tab for your community, such as the community name, description, and contact information.

Community Description

Your community description (located in the Info tab) is the perfect place to define your community’s purpose, membership expectations, or intended audience.

Because the initial preview only displays the first four lines before requiring a "Show more" click, be sure to front-load your most critical information.

Consider including these details in your description:

- The community's purpose and how members can best utilize the space.
- Your organization’s mission, vision, and values.
- A brief summary of key services and programs offered.
- How members can best participate in your community.

If your organization is affiliated with a larger USU unit (such as a college or department), please note this in your description. Example: “This is an official academic club of the Huntsman School of Business.”

Community URL

Your community’s URL is automatically generated during the initial build, and we highly recommend never changing it. If you would like to adjust your community URL, please contact the MyUSU Team.

Community Privacy Settings

Community privacy will be established during the initial setup but can be changed later if needed.

- Public Communities: Open for viewing and joining by all users.
- Private Communities: Restricted from being viewed or joined by non-members.

Please note that this setting isn't the only factor affecting visibility. Community categories and membership advanced settings also affect who can find your page. To adjust your community's comprehensive privacy settings, see Managing Community Members or contact the MyUSU team.



Contact Information

Community admins can add an email, website URL, location, and phone number within the contact section. Please complete these fields as thoroughly as possible, ensuring you only list points of contact that are regularly monitored. We recommend including links to your primary webpage, social media, or key communication platforms, such as Slack channels or GroupMe.

Protect Personal Information

For public communities, this information is visible to MyUSU users outside of your community membership. Avoid using personal phone numbers or private details.

Labels

You can add labels to your community to increase its searchability. See Community Labels for more information.

Administration Settings

In this section, you will find a “Delete Community” button. **Please do not under any circumstances delete your community.** User engagement data is sometimes considered part of student records and a specific archival process needs to be followed when closing down a community. If you no longer wish to use your MyUSU Community, please contact the MyUSU team.

Do Not Delete Community
Please do not, under any circumstances, delete your community.

Community Visibility & Notifications

There are multiple privacy options that can be applied to a community using the Membership and Privacy sections within your community's settings.

	Private Community	**Public Community**
Anyone can join	Only visible to members	Visible to non-members and anyone can join
Membership Approval Required	Only visible to members	Visible to non-members and anyone can send a join request
Invite Only	Only visible to members	Visible to non-members, but only joinable by invite

Community Categories and Visibility

Please be aware that your community's category directly affects who can see and discover your group. Certain categories are restricted and are only visible to users assigned to specific roles within MyUSU (such as *Staff & Faculty* groups or *Logan Campus* clubs).

For example, if your community access is configured so anyone can join, but the community is placed under the Staff & Faculty category, students and non-employees will not be able to find, view, or join your community. The community will remain completely invisible to users who are not on the staff or faculty roles.

While the MyUSU team will help you correctly configure your community's visibility settings during your initial launch, these settings can be modified at any time if your community's needs change.

Community Notification Settings

MyUSU users receive system notifications through three distinct delivery channels:



- 🔔 **MyUSU Notification Center:** Notifications are added directly to the user's in-app notification center, which can be accessed at any time by clicking the **Bell Icon** in the top-right corner of the MyUSU dashboard.
- 📱 **Push Notifications:** Users who have downloaded the mobile MyUSU app can receive real-time push notifications sent directly to their smartphone or tablet.
- ✉️ **Email Notifications:** Users will receive notification text sent directly to their university email address.
- **Default Email Behavior:** By default, MyUSU bundles all of a user's daily email notifications into a single digest email sent once a day to protect their inbox from clutter. However, users can modify their personal settings to instead receive individual email notifications immediately as they happen.

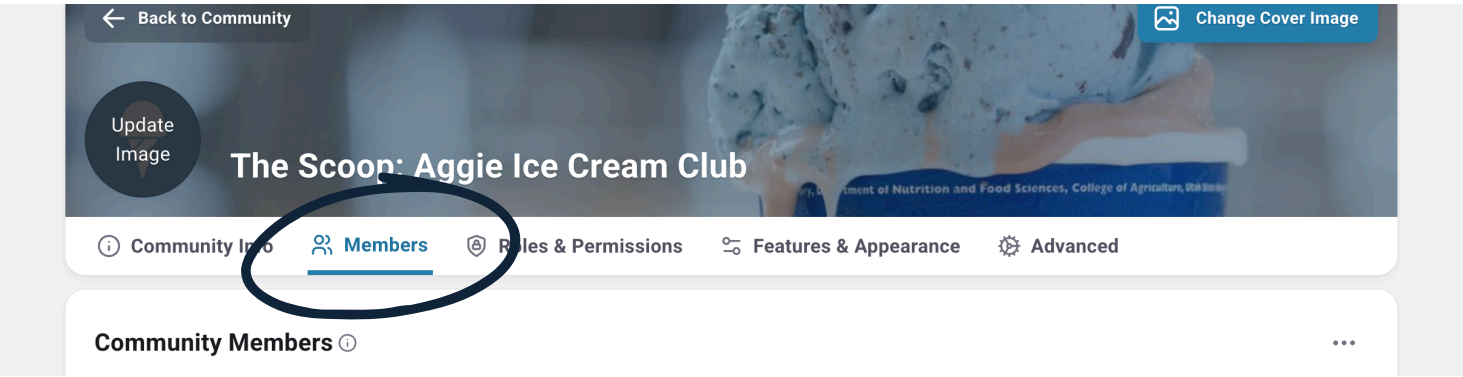
Default Notification Settings

Users can adjust what type of notifications they receive for a specific community using the notification settings button in the top-right corner of the community banner. Note that even if you are a community admin, this will only adjust settings for your personal account—not for other community members.

The types of notifications each member receives may vary, as individual users have the ability to customize their own personal notification preferences. However, if a user has not modified their default notification preferences, both members and admins will automatically receive the community-related notifications outlined in the table below.

Notification	**Channels**
New community post	Notification center and push
Someone comments on their post	Notification center and push
Someone mentions you in a community post or comment	Notification center and push
When you have been added to a community	Notification center and push
When someone joins your community	Notification center (admins only)
When your request to join a community has been reviewed	Notification center, push, and email
When event information changes	Notification center and push (only if you have joined the event)
Reminder before an event you have joined starts	Notification center and push (at start time of the event)
When you receive a task to complete	Notification center, push, and email
When you are reminded of a task you have yet to complete	Notification center, push, and email

Managing Community Members



Adding Members Automatically

Membership can be automated based on Banner profile roles (e.g., student/staff status, college, campus location, or declared major).

Users can be automatically added as members to your community via a Banner user role. Adding a member role to your community is great for groups whose intended audience has a specific Banner indicator, such as students enrolled in a specific major or employees of a certain department. This helps simplify community management, especially if your member roster is large.

MyUSU's user provisioning file uploads four times a day, roughly every four hours. However, it can take up to 24 hours for new students or updated user roles to process. If a user is missing from your community, waiting a day typically resolves the issue. If the issue persists after 24 hours, please contact the MyUSU team.

Removing Old Members

User roles only add members—they do not automatically remove them, even when a user is no longer part of that role. For most communities, keeping former students or staff on the roster is not an issue, and users can leave on their own at any time.

However, if keeping your roster updated is critical, you can remove old members by performing a bulk deletion.

> ⚠ **Do not perform a bulk deletion unless your community has an active user role attached.** Without a role, your entire roster will be permanently wiped and will not automatically repopulate.

How to Bulk Delete Members

1. Go to the **Members** section of your community settings.
2. Click the **...** (more options) menu in the top-right corner of your community members list.
3. Select **Remove All Members**.

Clearing your roster triggers a full wipe of all members. However, because your community has an attached role, all users currently associated with that role will automatically repopulate during the next system sync.

- **Sync Times:** Syncs occur daily at **6:00 AM, 12:00 PM, and 6:00 PM (MT)**. Perform your bulk deletion shortly before one of these times to minimize downtime.
- **Restoration Time:** Larger rosters are reuploaded in waves and may take 10 to 25 minutes to fully restore.
- **Opted-Out Users:** Anyone previously on your opted-out list will remain on that list and will not be re-added.

Creating User Roles

MyUSU roles are custom-built by combining existing Banner identifiers with additional parameters. Virtually any user role can be created, provided a Banner identifier exists for your target filtering criteria. To request a custom role for your community, contact the MyUSU team.

You can l[*earn more about MyUSU user roles here.*]

Opted-Out Users List

At the bottom of the Members section in community settings, you may see a list of opted-out users. *Note: This only applies to communities with an attached Banner role.*

- **Why users appear here:** Members automatically added via a role can still choose to leave a community. Leaving places them on this list so the system doesn't re-add them during the next sync.
- **How to re-add a user:** Delete their name from the Opted-Out Users list. They will automatically be re-added to the community during the next provisioning upload.

Adding Members Manually

You can add users individually or in bulk (via CSV upload) using their name, USU email, or A-number. This is ideal for departments with existing rosters or admins who prefer manual control over their member list.

Adding One by One

Select “One by One” under Add/Replace Members in the Members section of your Community Settings. You can search for a user by name, USU email, or A-Number. We recommend searching by A-Number to ensure you select the correct person.



Troubleshooting: Why can't I find a user?
If you enter a correct A-number and the user doesn't appear, it is usually because:

1. **They are already a member:** Check the **Community Members** roster above. *Note: Search this roster using name or email only, as A-numbers do not work in this specific search bar.*
2. **They have a privacy block:** Users with account privacy blocks will not appear in search results.

If the user is not in your roster and still won't appear, contact the MyUSU team to add them for you.

Bulk Uploading Members

To add multiple members at once, select “Upload CSV.” Your CSV file should contain a single column labeled “Email” at the top, followed by a list of users' USU emails. Do not include names or extra columns.

Once uploaded, a summary will display how many users were successfully added, along with a downloadable error report for any users the system couldn't find.

Troubleshooting: Why were some users not found?
Unfound users usually have an email on your list that doesn't match their primary MyUSU account email. This typically occurs when your list uses A-number@usu.edu, but the user updated their account to firstname.lastname@usu.edu.

Solution: Add these specific individuals manually using the one by one method with their A-number. If a large portion of your list fails or you're confident the emails are correct, reach out to the MyUSU team for assistance.

Join Requests

If the Require Membership Approval setting is enabled, the "Join" button in the top-right corner of your community banner will read “Request to Join.” When a user clicks this button, community admins will receive a notification, and a pending request will be added to the Join Requests section in the Members tab of your community settings. Admins can respond to the request accordingly.

- **Accept:** The user will automatically be added as a member of your community.
- **Reject:** The request will be denied. Admins have the option to provide a reason, which will be automatically sent to the user alongside the rejection notification.
  - NOTE: If your community has specific membership requirements, it is best to outline them in your community description.

Application Form

Admins also have the option to require a form when a user submits a new community join request. This is highly useful for collecting additional information about prospective members or determining if a user meets your community's membership requirements.

Data Notice

Form responses can be viewed while a join request is pending. However, once the request is accepted or rejected, the form responses are no longer accessible. If you need to reference this information later, you must manually copy and store it in a secondary location before resolving the request.

Creating a Join Request Form

The form can be edited via the “Membership Application Form” button in your community’s advanced settings. Please note that all community forms need to adhere to USU’s data privacy policies and should be reviewed by a MyUSU team member.

Roles & Permissions

The Roles & Permissions section of your community is where you can assign various permissions to different community members. This is how you will designate community admins, create secondary admin roles (such as for student leadership), and determine what permissions standard community members will have.

Designating Community Admins

Every MyUSU Community is required to have at least 2 full time employees as admins. These two admins will likely be determined during your build meeting and given permissions by the MyUSU team. However, if an existing admin needs to be replaced, the following steps can be taken.

To designate a user as a community admin, they must already be listed as a community member. Use the following steps to designate them as a community admin:

1. Go to your Community permission settings
   a. *Community Settings (gear icon) → “Roles & Permissions”*
2. Pull up the admin role roster
   a. *Click the number associated with the admin permissions role*
3. Add your new admin to the roster
   a. Click “Add Members” → search for the correct community member by name or email (not A-number).
   b. Once new admin is found, click the check box across from their name → then “Add”

Community Member Permissions

By default, all members can:

- View all community tabs (except Analytics)
- Join events (mark themselves as "going")
- Interact by posting, commenting, and reacting

These settings can be adjusted at any time. For example, many communities prefer to restrict members to commenting and reacting only, disabling the ability to create new posts.

While permissions are typically configured with the MyUSU team during your initial community build, you can update them whenever your community's needs change.

How to Change Community Member Permissions

1. Go to your community permission settings
   a. *Community settings (gear icon) → "Roles & Permissions"*
2. Click on the "[#] Permissions" next to the Member role
3. Check and uncheck permissions as needed
4. Click "Save"

Creating Additional Community Roles

You can also create additional permission roles for your community. For example, you might set up a secondary leadership role that grants more access than a standard member, but remains more restricted than the main administrator.

How to Add a Role

1. Go to your community permission settings
   a. *Community settings (gear icon) → "Roles & Permissions"*
2. Click "Add Role" button in the top right corner
3. Choose a role name, description, and permissions
4. Click "Save"

See "Designating Community Admins" above for a walkthrough on how to add members to a role.

Features & Appearance

The Features & Appearance section allows you to customize your community's menu bar and control what your members can access. To activate a feature, simply switch the toggle next to it. Some features include additional customization settings, which are detailed below.

Dashboard

Use this section to choose which widgets appear on your community dashboard (including your discussion and upcoming event feeds).

- **Show/Hide:** Click the eye icon to toggle visibility.
- **Rearrange:** Use the reorder icon to drag and drop widgets into place.
- **Missing a widget?** Scroll down to find the feature and toggle it on. Once enabled, it will appear in the dashboard list (refresh the page if needed).

Events

When you enable the Events feature, you can adjust several granular settings to customize how it works:

- **Event Feed:** Use this option to sync an iCal feed to your community, allowing events to be imported automatically.
- **Generate a Public Calendar:** When enabled, this allows members to download your community calendar and import it into a third-party application. *Note: This is a static download, not a live sync. If an event is updated in your community, it will not automatically update in their personal calendar.*
- **Event Approval:** If non-admin members have permission to create events, this setting requires an admin to review and approve events before they are published to the community.

- **Going/Not Going Status:** This adds an RSVP dropdown menu to your events. Admins can download a spreadsheet of all respondents. To learn more about utilizing this data, see the **Event Tracking** section of this guide.
- **Default Event Image:** Upload a default banner image that will automatically apply to any new community event. This is a great way to ensure your events stand out in the main upcoming events feed. You can still override this and set a custom image for individual events at any time.

Featured Page

You can choose a featured page to display directly on your community menu using its actual page title. If this is your only custom page, a generic "Pages" category won't appear. However, if you create multiple pages, your menu will display both your featured page and a "Pages" menu link for the rest of your content.

Additional Settings

Discussion Feed

- **Post Approval**: If non-admin members have permission to create posts, this setting requires an admin to review and approve posts before they are published to the community.
- **Suggest FAQs**: This feature suggests related FAQs in a dropdown menu as users type a new post, aiming to answer common questions before they are submitted. While useful for general members, it can become cumbersome for admins who create content frequently. We generally recommend keeping this setting toggled off.

Default Tab

Admins can customize which section users see first when they arrive at the community. This is your Default Tab. If you have the dashboard enabled, we highly recommend setting it as your default tab.

Call To Action Button

Admins can set a CTA button to display in the top-right corner of their community banner. This is often a great place to put a link to your organization's social media pages, website, or other additional resources.

Make sure to click "Save Changes" at the bottom of the page whenever adjusting your community settings.

Branding Standards

It is important to ensure that community branding decisions align with MyUSU policies and University brand standards. We also recommend a few key best practices to boost community engagement.

Community Avatar

Communities are provided with a customized avatar during their initial setup. Admins are permitted to change or update this image at any time, provided the new avatar adheres strictly to the branding guidelines below. Certain student groups will be given specific university-branded avatars that may not be changed at any point (see details below).

If changing the community avatar, admins can select an alternate option from the MyUSU Avatar Library or create their own custom avatar. To comply with university trademarking policies, all custom avatars must adhere to the following design standards:

- **Background:** USU Sky Blue (#288DC2)
- **Icon:** A simple white icon
- **Text:** Do not include any words or text.

Approval Required: Please email your avatar to **myusu@usu.edu** for approval before applying it to your community.

Community Banner

Design Standards: Banners do not have specific design requirements beyond complying with University standards for appropriate content. For high-quality, professional imagery, admins are encouraged to source images from USU Photoshelter.

Dimensions: The ideal size is **1740 x 610px** (minimum 870 x 310px).

Upload Features: Images can be cropped and repositioned during upload, allowing you to preview both desktop and mobile views.

Avoid Embedded Text: Do not put text inside your banner image. It frequently gets cut off or covered by interface elements on smaller mobile screens, and it violates digital accessibility guidelines because screen readers cannot process it.

Community Name

Choose a name that clearly reflects your purpose and is easy to find in search results.

- Use the full name of your department, organization, or program.
- Include your acronym in parentheses at the end of the title if applicable.
- Do not include “Utah State University” or “USU” in your title unless it is part of the name.

Examples:

- ***Campuses:*** *USU Eastern*
- ***Academic Departments:*** *Human Development & Family Studies (HDFS)*
- ***Administrative Offices/Units:*** *Veterans Resource Office (VRO)*
- ***Clubs/Organizations:*** *Culinary Arts Club (CAC)*

Student Group Badges

Per university brand standards, MyUSU communities associated with certain student groups are required to incorporate specific badges into their community branding.

- Sponsored Student Organizations
- Affiliate Student Organizations
- Registered Student Organizations
- Academic/Departmental Student Clubs

The MyUSU team will assist in determining which avatar is needed for your specific community during your initial setup.

Accessibility Tools & Guidelines

Accessibility should be considered any time you create or update content in MyUSU. These practices help make posts, pages, and other community content easier to use for all members.

Add Alt Text to Graphics

When you upload an image to a post or page, always add alt text that briefly describes the image and any important information it contains. Avoid using images with embedded text for features that do not support alt text, such as community banners.

Guidelines

- Describe the purpose of the image, not just the object shown.
- Include key details a user would miss if they could not see the image.
- If the graphic includes lengthier informational text, make sure that information is also written in the post or page itself when possible.
- Keep alt text clear and concise.

How to Add Alt Text to Images

- Discussion Feed:
  - Attach an image to the post using the image icon in the build menu
  - Click the “Add Image description” link right below the image
  - Type an image description in the text box pop-up
  - Click “Done” then the “X” in the corner. Alt text will now be applied when you publish your post
- Pages:
  - Select the image you have attached to the page
  - Click the Image icon in your building tool bar (you must be in edit mode)
  - Add text to the “Alternative Description” field
  - Click “Save”

Use the Accessibility Checker When Building Pages

When creating or updating a community page, use the accessibility checker built into the page editor. Resolve any accessibility warnings before publishing.

Common Issues

- Color Contrast Ratio
  - If text or a button is flagged as not meeting AA standards, the colors need to be adjusted to have a higher contrast.
- Missing Alt Text
  - All images need to have alt text applied to them.

If something is flagged and you are unsure how to fix it, you can contact the MyUSU team for help.

Create Hyperlinks with Descriptive Text

Hyperlinks should clearly say where they go or what action they complete. Link text should be written so a screen-reader user can understand the destination without needing surrounding context.



Good Hyperlink Text

- **Register Here**
- **View the Club Handbook**



Hyperlink Text to Avoid

- **Here**
- **Click here**

Responding to Disruptive Content

New admins often worry about how to handle disruptive behavior. Rest assured, disruptive behavior is rare on MyUSU; however, if it does occur, we have straightforward measures in place to resolve the issue.

If a post or comment is disruptive or inappropriate:

Do:

- **Report the content**
  - Click the **three dots (...)** in the top-right corner of the post or comment and select **Report**. This automatically alerts the MyUSU team, who will review the situation and respond appropriately.
- **Trust the review process**
  - Once reported, content may be temporarily hidden while the MyUSU team determines if it meets the standards outlined in University Policy 5101.
- **Bury the content (if needed)**
  - If a post is disruptive but doesn't necessarily violate policy, you can bury it. Simply add a new post or several comments to push the disruptive content further down the feed so it isn't the first thing your members see.

DON'T:

- **Attempt to delete the post or comment yourself**
  - USU is committed to upholding students' rights to free speech. Consequently, content is only removed if it fails to meet the specific standards of University Policy 5101. All removals must be officially reviewed and processed by the MyUSU team.
- **Mute or remove individual members**
  - While users can always delete their own contributions, administrative actions like blocking or muting must be handled by the MyUSU team.
  - Although admins are permitted to perform regular bulk refreshes of their community membership, we strongly discourage removing individual members in response to specific conflicts. To ensure policy compliance and fairness, these situations should be referred to the MyUSU team for handling.

FEATURE WALKTHROUGHS

Discussion Feed

The Discussion Feed is your primary tool for sharing timely news and announcements. As one of the most effective ways to build community engagement, it gives admins a simple platform to start conversations and provides members a dedicated space to ask questions.

Available in Your Discussion Feed

There are various tools available for you to use when drafting discussion feed posts.

- **Post as the Community:** As an admin, you can post under the community's profile, rather than your own user profile. Click the person icon on the far left of your post toolbar to apply this feature.
- **Polls:** Create polls directly within your discussion feed using the poll button (bar chart icon) located below the post description field.
- **Images:** Click the image icon to add eye-catching graphics or photos to your discussion posts. Visuals can boost audience engagement with your post
- **Attaching Files**: Click the paperclip icon to attach files or documents to your discussion post.
- **Post Labels:** Click the tag icon to add labels to your post. Labels help improve the searchability of your post, making it easier to find relevant information later on. See Community Labels for more information.
- **Schedule Posts:** MyUSU allows you to schedule discussion posts in advance. Simply click the clock icon, choose your desired date and time, and hit "Post."
- **Pin Posts:** Once a post is published, you can pin it to the top of the discussion feed. Click the three dots in the top right corner of the post and then "Pin."
- **Zoom Link:** Click on the camera icon to attach a Zoom meeting link to your post.
- **Share a Post:** Share your discussion posts on other platforms. Simply click the three dots in the top-right corner of any post, select "Share," and the link will be copied to your clipboard for easy pasting. This is best used within MyUSU, rather than public-facing locations.

Deleting Posts

Deleting posts that have been commented on or reacted to requires a specific protocol that must be handled by the MyUSU team. If something in the post needs to be changed, simply edit the post. If a recently published post does not have any user interactions (no reactions or comments), it can be removed.

Admin Post Label

Anytime an admin publishes a post under the community's name rather than their personal profile, a subheading will appear directly beneath the community name reading: **"Posted by [Name of Admin]."**

This subheading is **only visible to community admins.** Regular community members will not see it. This internal tag allows the admin team to track who created or scheduled each post.

Because posts made under the community name can be modified by any admin, the label will automatically update if changes are made. If an admin other than the original creator edits the post, the subheading will update to read: **"Edited by [Name of Admin]."**

Admin Badges

All community admins will also have a small badge icon displayed next to their name whenever they publish a post or comment in the community. This badge helps members easily identify official announcements and responses from the community's leadership team.

Posting Guidelines

Use the Discussion Feed for a mix of content:

- News, updates, and event promotion
- Information on opportunities, resources, or deadline reminders
- Polls or feedback requests

Aim for content that is **useful, timely, or interactive.** Posting consistently and encouraging reactions and comments is the best way to drive engagement.

How often should I post?

- Aim for at least every other week, with no more than 2–3 times per week
- Stay consistent—avoid long gaps between posts
- Don't over post—too many notifications can lead to disengagement
- Focus on quality over quantity

How do I get more comments and reactions?

- Ask for engagement directly (e.g.: "Drop a 👍 if...")
- End posts with a clear question or prompt (but keep it short and easy to answer)
- Polls are great for encouraging engagement and helping a feed feel more alive
- Share content people can respond to: In order to engage, users need something to engage with

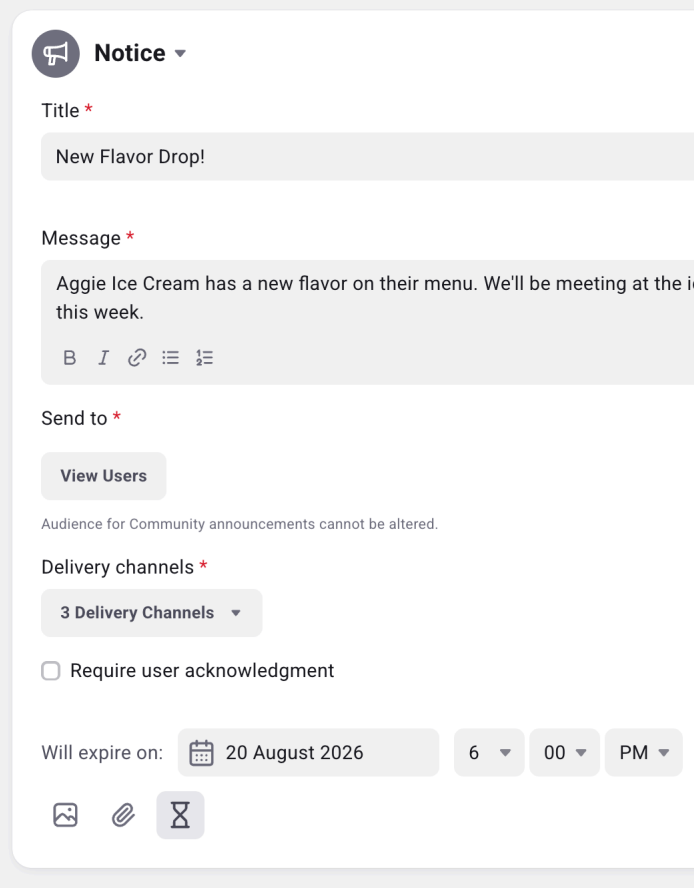
Announcements

Announcements offer a powerful channel for communicating with your community members. They function similarly to posts but do not allow comments or reactions, making them ideal for high-visibility, one-way updates.

Users see these notices in both your specific community hub and their personal MyUSU announcement feed. Additionally, announcements support audience filtering, allowing you to target specific subsets of your community, such as sending a dues reminder only to members who haven't finished a task or a graduation notice exclusively to seniors.

How to Create an Announcement

Click the **+** icon in the top-right corner of your community banner and select Announcement. *If an Announcements option is not listed, this means this feature still needs to be enabled in your community settings.*



Title & Message: Your title should be brief and clear, with additional details included in your message. You can also use the image and paperclip icons to add attachments.

Accessibility Note: If you attach an image, you must add descriptive alt text.

Define your audience: Select which members should receive the announcement. If you choose *Select Individual Users*, you will need to manually search for each recipient.

Configure notifications and settings: Choose your delivery channels and adjust any advanced settings.

User Acknowledgment: Checking *Require User Acknowledgment* forces a pop-up on the user's MyUSU dashboard that locks their account until they click to acknowledge the message.

Requiring User Acknowledgment

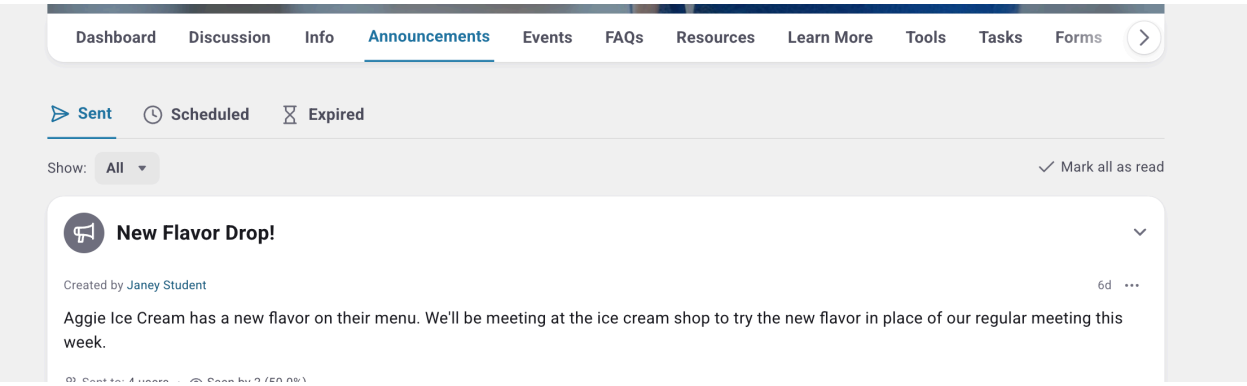
We ask that admins use this feature **extremely sparingly, if ever**, to avoid disrupting the user experience.

Scheduling: Click the clock icon to schedule a post for later. Note that the scheduler defaults to your computer's local timezone, not necessarily USU's time zone.

Expiration Date: We ask that all announcements be given an expiration date to keep feeds current. We recommend setting this for no more than two weeks out, or immediately following any deadline noted in the announcement.

Managing Announcements

Admins can track and manage sent, scheduled, and expired content within the Announcements tab of their community.



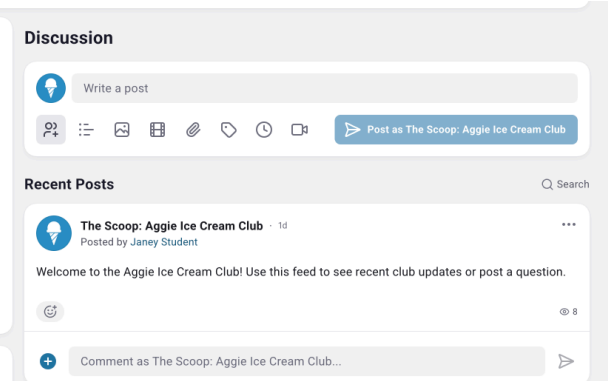
Editing: Scheduled or sent announcements can be edited at any time via the **...** menu in the top-right corner of the post. You can also manually expire a live announcement here.

Metrics & Analytics: The bottom-left corner of any sent or expired announcement shows the total view count. Click the "Seen by [#] (%)" button to view a complete list of who read the message or to download a CSV report.

Internal Attribution: A subtitle visible *only* to admins appears directly below the announcement title, showing who originally created or last edited the announcement.

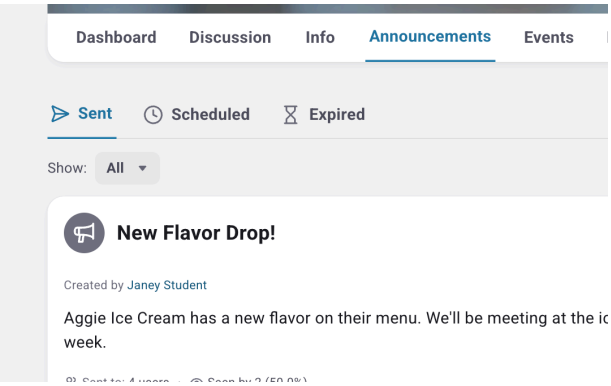
Announcements vs. Discussion Posts

Announcements should be reserved for high-priority information that requires extra attention. Because users cannot comment on or react to an announcement, any content meant to drive engagement or feedback belongs in the discussion feed instead.



Discussion Posts (1–2 times per week)

Ideal for general community updates, useful news, and driving engagement. Users can react and comment, making this the best place for two-way communication.



Announcements (keep to around 1–2 times per month)

Reserved for time-sensitive notices, critical deadlines, or major events. These are read-only, high-visibility messages.

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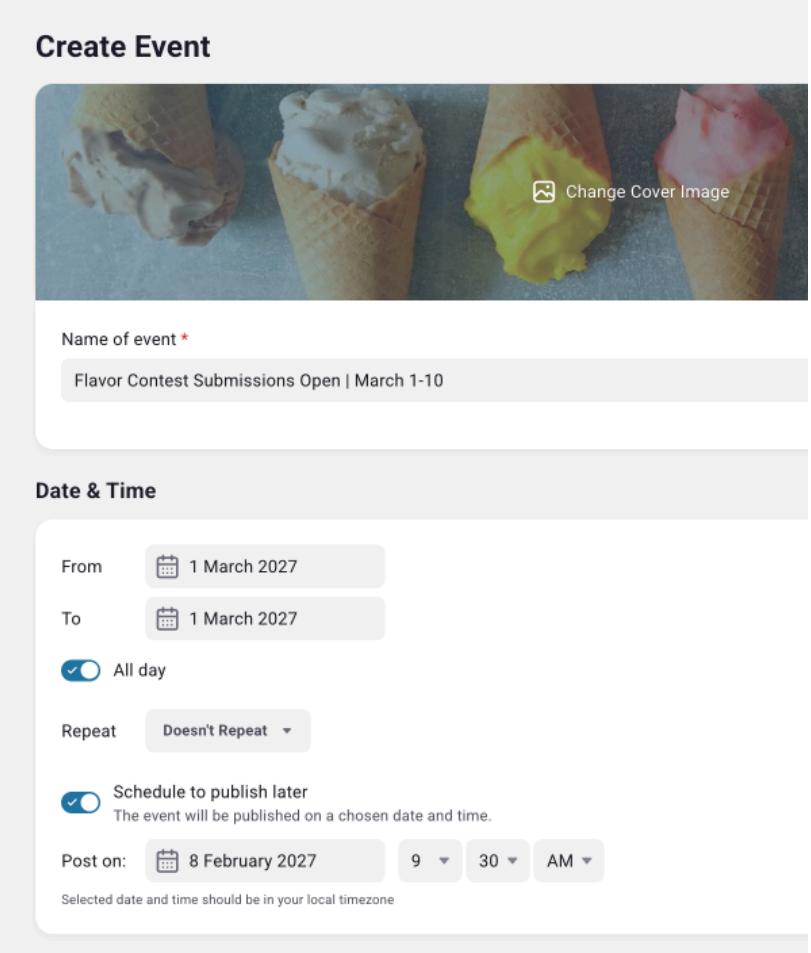
Event Calendar

Including upcoming events in your Community's digital hub is a great way to increase visibility and engagement.

Your Event Calendar is a great place to share club meetings, department events, key deadlines, webinars, and more, giving members a clear, reliable view of what's coming up. If a user is a member of your community, your calendar's events will be visible both in your community hub and in that user's personal MyUSU event calendar.

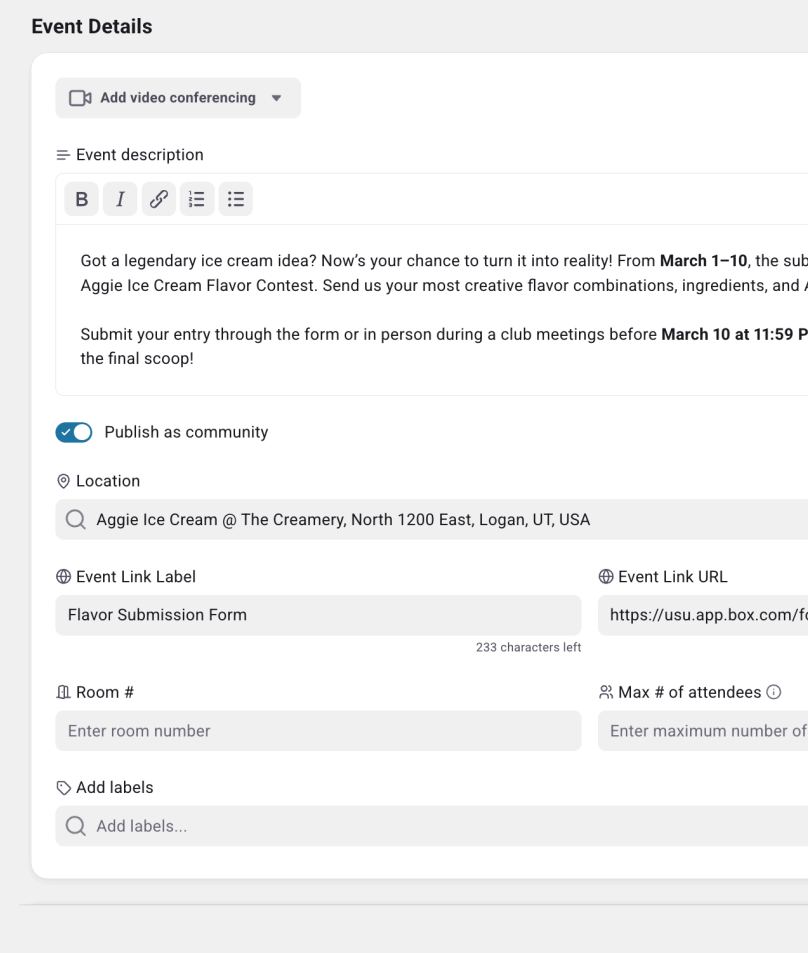
How to Create an Event

To create an event, click the **+** icon in the top-right corner of your community banner and select Event. *If an Event option is not listed, this means this feature still needs to be enabled in your community settings.*



Event Banner: Upload a relevant image. Drag the dotted line on the preview to crop it, and review the mobile and desktop display previews. You can also set a permanent default event image in the Features and Appearance section of your community settings.

Date & Time: If your event spans multiple days, schedule it for the **first day only** and note the duration in the title (e.g., *"Team Registration Open March 1–13"* with the calendar entry set only for March 1). This prevents a daily repeating event from cluttering your members' calendars.



Event Details: Provide as much detailed information as reasonably possible here; more context is always helpful for attendees.

Publish as Community: Toggle this on if you want the event creator to display as the name of the community itself rather than the individual admin who built the page.

Location: This field integrates with Google Maps to show a map preview if you select a specific address. If you only want a simple text name (like *"TSC Ballroom"*), type it out and do not select an option from the dropdown menu.

Event Link Label & URL: Use this to add a custom hyperlinked button to your event (like a registration link or event contact). The label determines what text displays on the button, and the URL is the destination.

Room #: We recommend leaving this field blank. Instead, type the room number directly into the main Location field for a cleaner layout.

Max # of Attendees: If your event has a hard capacity, enter the limit here. Once met, additional users will automatically be given the option to join a waitlist.

Labels: Add relevant keywords or phrases to boost searchability. You do not need to add keywords that are already used in your event title. See Community Labels for more information.

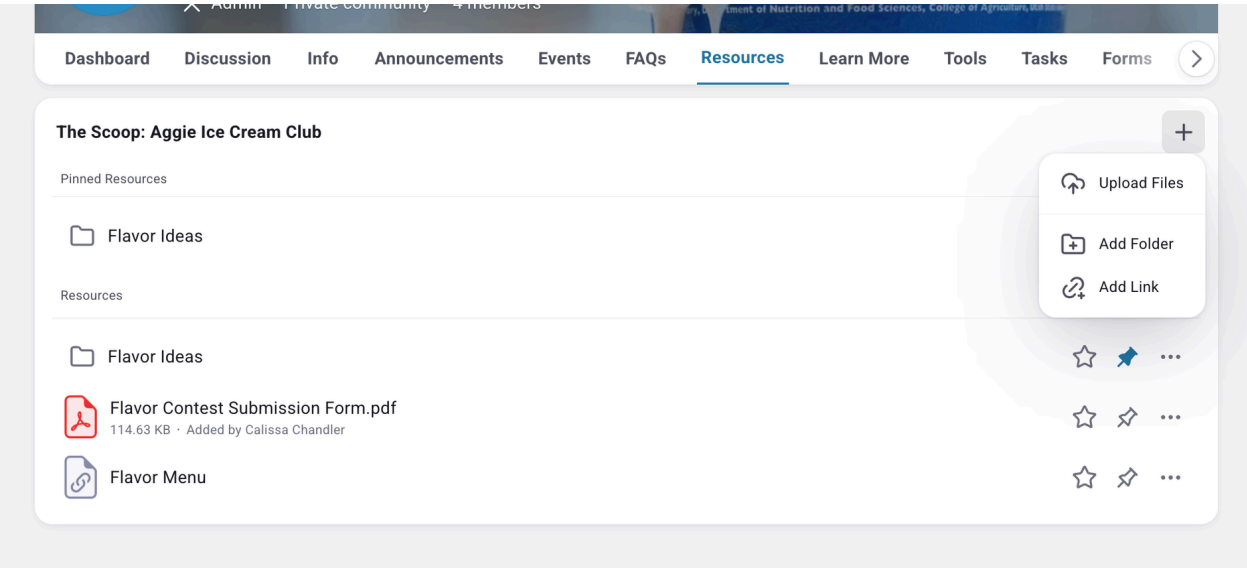
Tracking Attendance: If you do not need to track attendance, simply toggle off all the tracking options. If you would like to track attendance, please reach out to the MyUSU team for more information.

Resources

The Resources section serves as your community's file-share space, allowing you to share useful information via files or web links.

Adding a Resource

To add a resource, navigate to the Resources tab in your community and click the **+** icon in the top-right corner. You can add three types of content:



- **Files:** Upload documents directly to the community.
- **Links:** Add a URL, choose a display name, and write a description. You can also choose whether the link opens in a new tab or directs users away from MyUSU.
- **Folders:** Use folders to group similar resources and simplify navigation.

Managing Folders

To create a folder, click the **+** button and enter a name. Once the folder is created, you can add content in two ways:

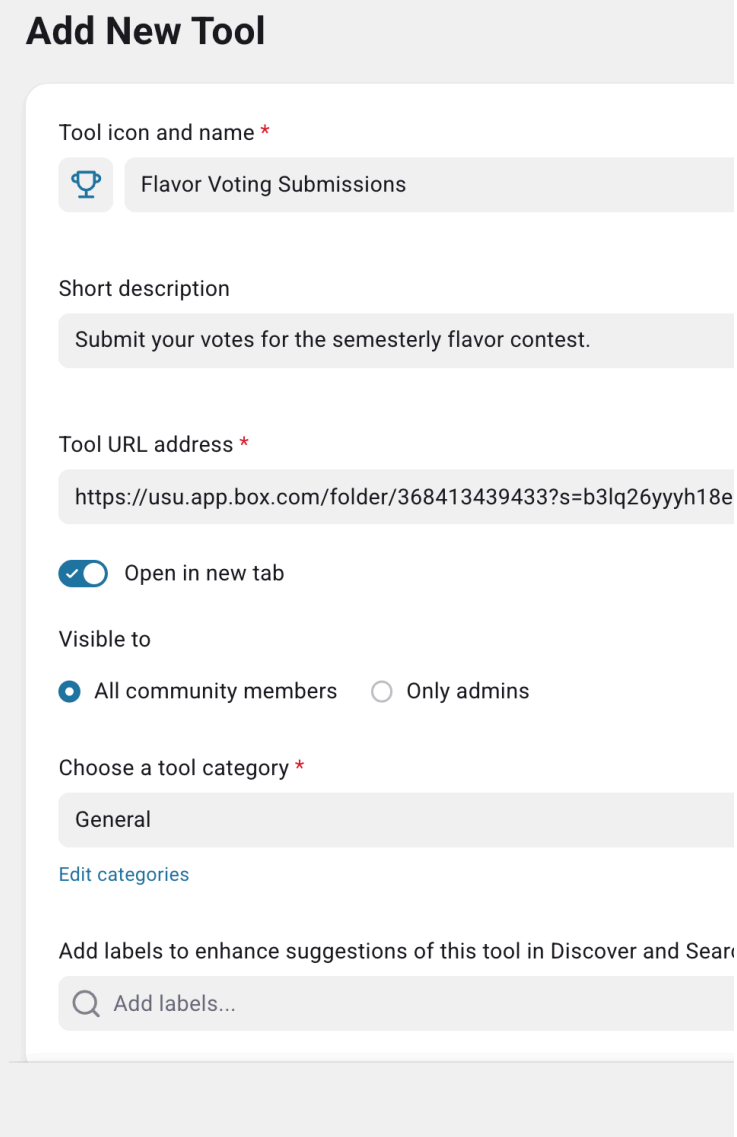
1. **Drag and drop** existing resources into the folder.
2. **Click into the folder** and click the **+** button to create a new resource directly inside it.

Tools

Tools act as a quick-link menu, giving members convenient access to key resources. They are ideal for action-oriented items like forms, scheduling links, registrations, or feedback surveys, rather than just providing static information.

Creating a Tool

To create a tool, click the **+** icon in the top-right corner of your community banner and select “Tool.” Then fill out the fields in the tool builder. *If a Tool option is not listed, this means this feature still needs to be enabled in your community settings.*

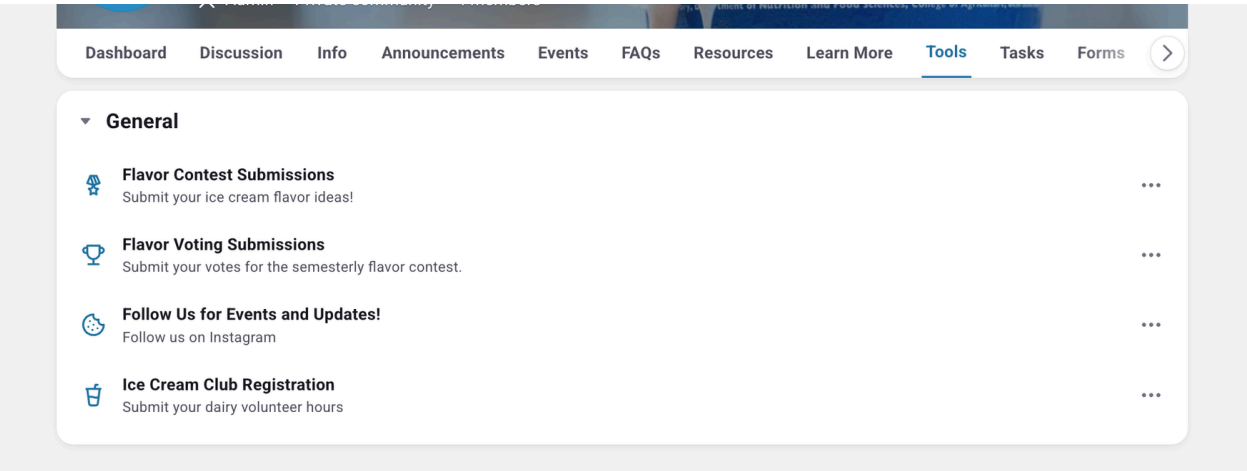


- **Icon:** Choose a custom icon for your tool.
- **Details:** Enter a name, description, and the destination URL.
- **Link Behavior:** Choose whether the link opens in a new tab or directs users away from MyUSU.
- **Visibility:** Determine if the tool should be visible to all community members or restricted to a specific custom role.
- **Category:** Select a tool category. You can create a new one by clicking “Edit Categories” directly below the category dropdown menu.
- **Labels:** Add search keywords or phrases to your tool. If a member searches for any attached keyword, your tool will appear in their search results. See Community Labels for more information.

Tools vs. Resources

Deciding whether to place content in the Tools or Resources section can sometimes feel overlapping. Here is a simple guide to help you choose the best fit for your community:

- **Resources:** Best for informational materials. If you have several items like webpages, guides, PDFs, or manuals, place them here. This is where users go to get deeper information.
- **Tools:** Best for action items. Use this section for links that help users complete a specific task (e.g., forms, registrations, schedulers).



Consolidating Sections

If your community only has one or two items for each section, you can combine them under a single tab to keep your navigation clean. Tools offer a more customizable look, but resource folders are highly useful for organization—both options have their advantages.

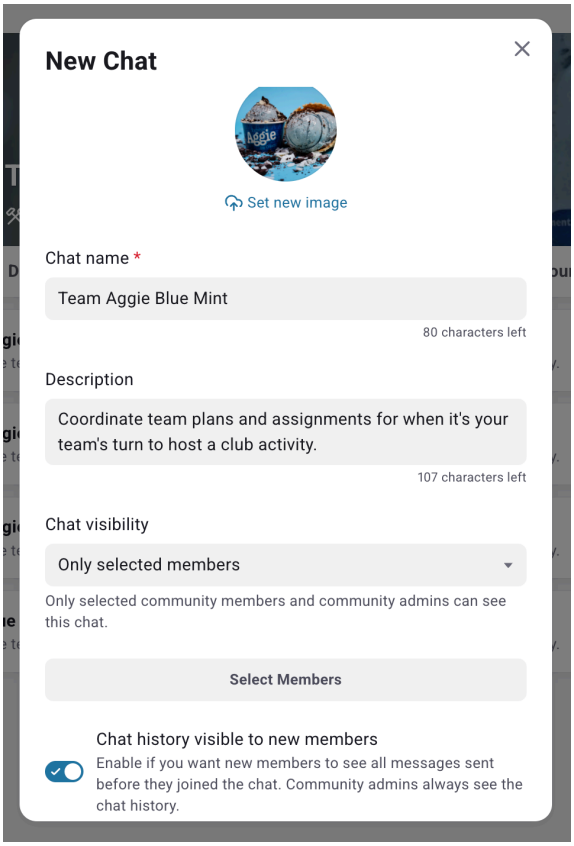
You can toggle the Tools or Resources sections on or off at any time by navigating to the Features & Appearance section of your community settings. Toggling a section off will not delete your content; all items are saved and will be fully restored if you turn the section back on.

Chats

Chats are one of multiple channels you can use to communicate with community members, particularly if you want to break community members up into multiple sections or groups.

How to Start a Community Chat

To start a chat, click the **+** icon in the top-right corner of your community banner and select "Chat." *If a Chat option is not listed, this means this feature still needs to be enabled in your community settings.*



Name & Description: Fill out the chat name and description fields. You can update these details at any time later on.

Audience Visibility: Choose whether you want the chat to be visible to all community members or just community admins.

- *Only Select Members:* If you want only specific members included, you must manually select them from the community member list by searching their name or email (searching by A# is not supported). You can also click "Select All" to quickly add every current member.

Community members cannot discover or join a chat on their own; they must be explicitly added by a community admin.

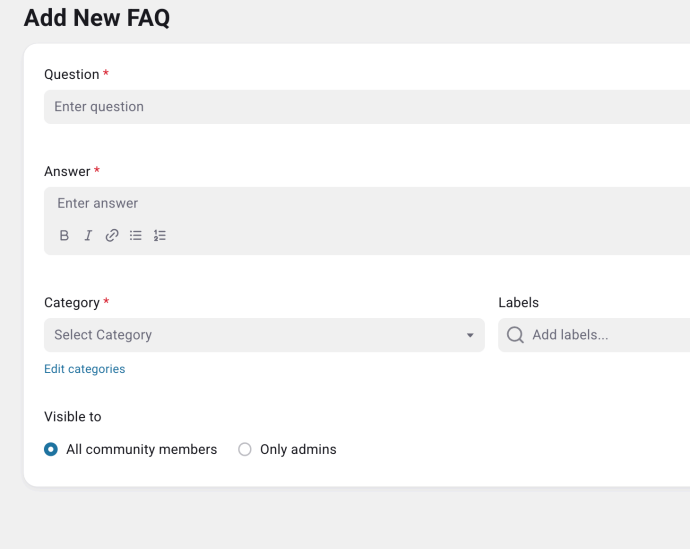
Chat History: Decide whether new members should see the entire conversation history when they are added, or start fresh and only see messages sent after they join.

Once a chat is created, participants can access the chat from the Chats tab within your community, the Chat icon in the top-right corner of MyUSU next to their profile picture, or via the chats widget on your community dashboard (if you have it enabled).

FAQs

The FAQs section allows you to provide direct answers to your community's most common questions. These FAQs will also be searchable by community members and included in the results of any relevant search made within MyUSU by a community member.

To create an FAQ, click the **+** icon in the top-right corner of your community banner and select "FAQ." Then fill out the fields in the FAQ builder. *If an FAQ option is not listed, this means this feature still needs to be enabled in your community settings.*



Question & Answer: Fill out both fields with brief, clear information. If a question requires a very long or complex explanation, we recommend using hyperlinks in the answer text to direct users to an external webpage or source.

Category: Select a category from the dropdown menu to group related questions. You can create a new category at any time by clicking "Edit Categories" directly below the dropdown.

Labels: Add search keywords or phrases to make the FAQ easy to find. You do not need to add a label for words already included in the question text. See Community Labels for more information.

Visibility: Choose who can see the FAQ. Note that most community admins will only have the option to select "All community members."

Managing FAQs

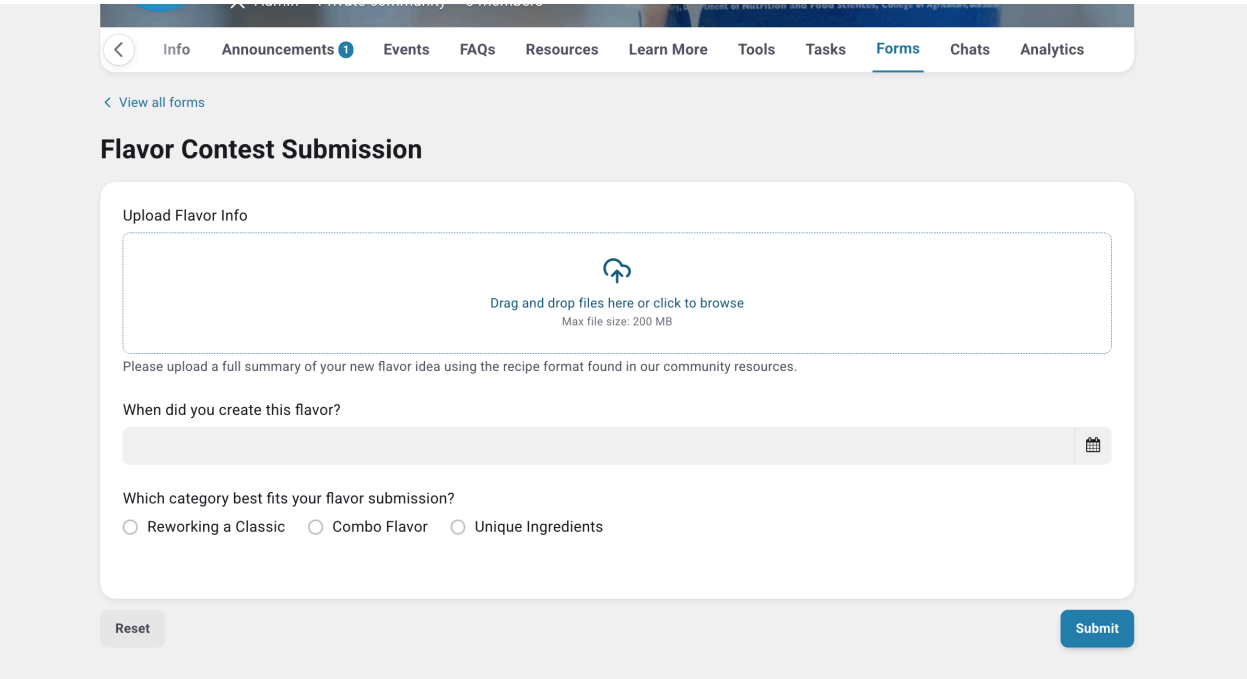
Once an FAQ is live, admins can manage all entries directly within the FAQs section of the community hub. Click the ... menu next to any specific question to edit its content or delete it from the list.

Forms

MyUSU forms are highly customizable and support a wide range of question formats, including:

- **Radio Buttons:** Best for choosing a single option from a short list.
- **Dropdowns:** Best for choosing a single option from a longer list.
- **Multi-Select Checkboxes:** Allows users to select more than one answer.
- **Date Selection:** Opens an interactive calendar for date selection.
- **Text Inputs:** Includes single-line short answers or multi-line paragraphs.
- **Tables:** Useful for collecting structured, multi-column data.

Additionally, the tool supports conditional logic, which allows you to show or hide specific questions based on how a user answered a previous question.



If an admin would like to add a form to their community, the best course of action is to reach out to the MyUSU team. Due to university privacy policies, forms must be formatted in a specific way and cannot include certain types of questions. Additionally, the form builder is not as user-friendly as other community features and typically requires additional training to use effectively.

If you want to learn more about Forms, please contact the MyUSU team at **MyUSU@usu.edu** or reach out directly to the MyUSU manager.

Pages

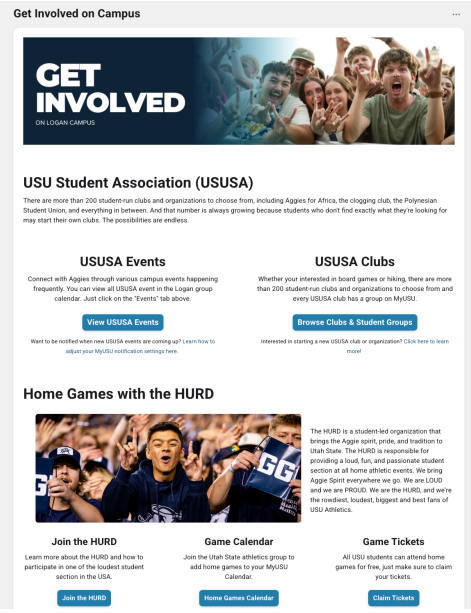
Community Pages allow you to house static information within your community, functioning much like a standard webpage. You can build these pages using HTML or a user-friendly WYSIWYG editor, with pre-made templates available from the MyUSU team.

To create a community page, click the "+" icon in the top-right corner of your community banner and select "Page." *If a Page option is not listed, then this feature still needs to be enabled in your community settings.*

Once the new page has been created, fill in the fields as needed:

- **Page Title and Description:** The description entered here will display as a subheading in the Pages menu.
- **Category:** Select a page category. You can also create a new category by clicking Edit Categories directly below the category dropdown menu.
- **Page Content:** Use the WYSIWYG editor to design and format the content for your page. Once finished, click Create Page.

To make building pages easier, the MyUSU team offers multiple templates for page layouts, elements, and images. These resources can all be found in the Resources section of the MyUSU Admins Community.



Community Page vs. External Webpage Link

Admins often ask when they should use a community page versus simply providing a link to an external webpage.

- **When to link to an external webpage:** If you already have an existing website that contains the information you want to share, it is best to simply link to it. This is much quicker to set up and reduces the number of content sources you have to update when information changes.
- **When to create a Custom Page:** If you do not have an existing webpage, or if you want to share information in a central hub that you can easily update and maintain yourself, then creating a community page is a great option.

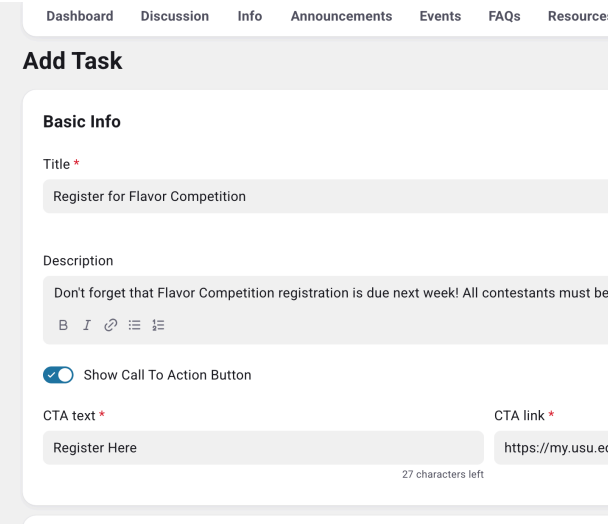
Tasks

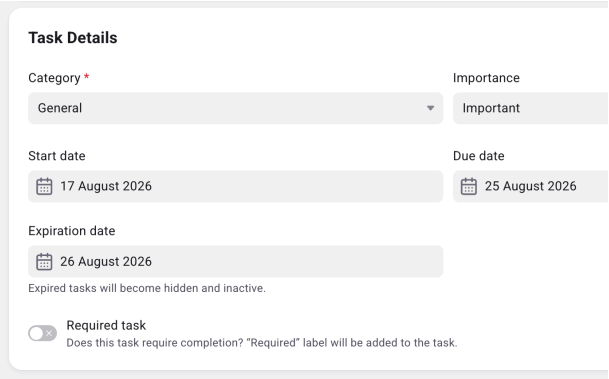
Tasks empower community admins to assign specific to-do items directly to members, ensuring important action items are completed on time.

How to Create a Task

To create a task, click the **+** icon in the top-right corner of your community banner and select “Task” OR by clicking the “+ Add Task” button in the top-right corner of the Manage Tasks section of your community. *If a Task option is not listed, then this feature still needs to be enabled in your community settings.*

Fill out the task builder fields as needed to configure your task:





Task Title and Description: While a description is optional, we highly recommend including a title along with a clear description, a Call to Action (CTA) button, or both.

Call to Action (CTA) Button: This button should highlight the primary action you want members to complete (e.g., "Fill out Registration Form"). If you need to provide a link to additional, secondary information, we recommend hyperlinking it within the task description instead.

Category: Select a task category. You can also create a new category by clicking “Edit Categories” directly below the category dropdown menu.

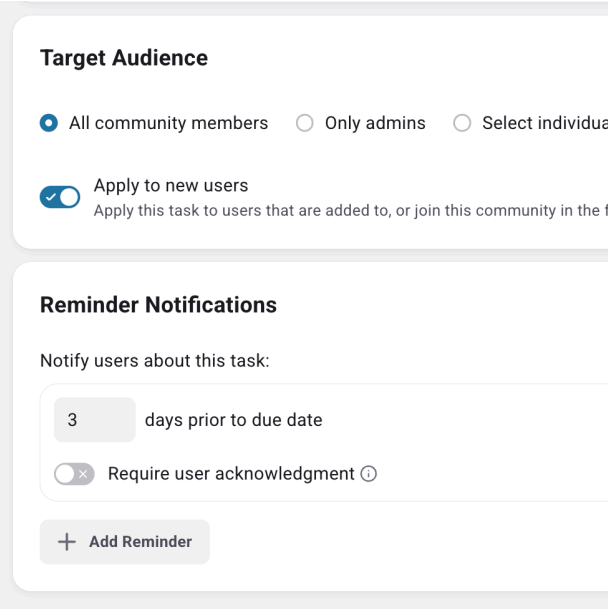
Start Date: This determines when the task will appear on a user’s task list. If you want the task to publish immediately, leave the Start Date field blank.

Due Date: The due date will display at the bottom of the assigned task, but the task will remain on a user’s task list until it is marked as complete.

Expiration Date: This is the date when the task will no longer be visible to users, regardless of whether or not they have completed it.

Importance Level: This displays as a tag on the user's task list to help them quickly see which tasks to prioritize.

Required Tasks: Toggling this setting displays a "Required" label on the task.



Audience Visibility: Choose whether you want the task assigned to every member, select members, or just admins.

- If selecting specific members, search by name or email. Searching by A-number is not supported in this specific location.

Apply to New Users: Toggle this setting on if you want the task to be automatically assigned to new community members or admins who join in the future (based on the audience you selected).

Reminders: Once a due date is selected, a "Reminder Notifications" section will appear in your builder. A default reminder notification is set for 1 day prior to the deadline. You can change this timeframe or remove the reminder entirely by clicking the "X" in the corner of the reminder settings. To set multiple notifications, click the "+ Add Reminder" button.

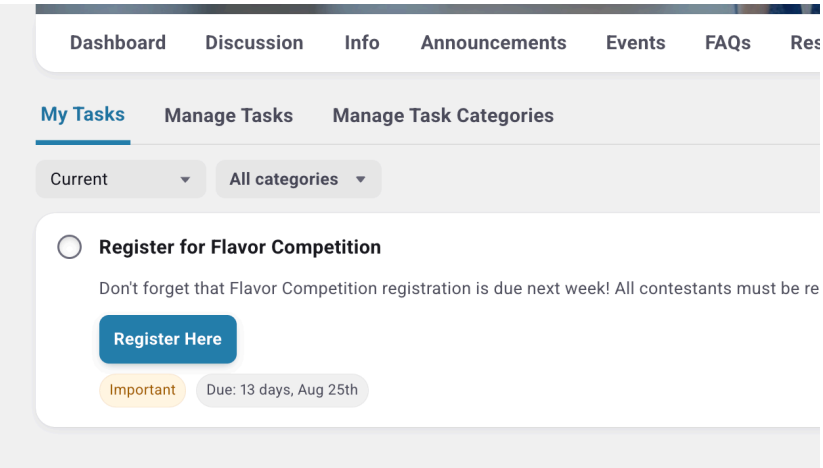
User Acknowledgment: Checking "Require User Acknowledgment" forces a pop-up to appear on the user's MyUSU dashboard that restricts access to their account until they click to acknowledge the message.

Requiring User Acknowledgment

Admins should use this feature very sparingly—if ever—to avoid disrupting the student experience.

Managing Tasks

Admins can manage all assigned tasks within the Tasks section of their community. This area is divided into two main views:



My Tasks

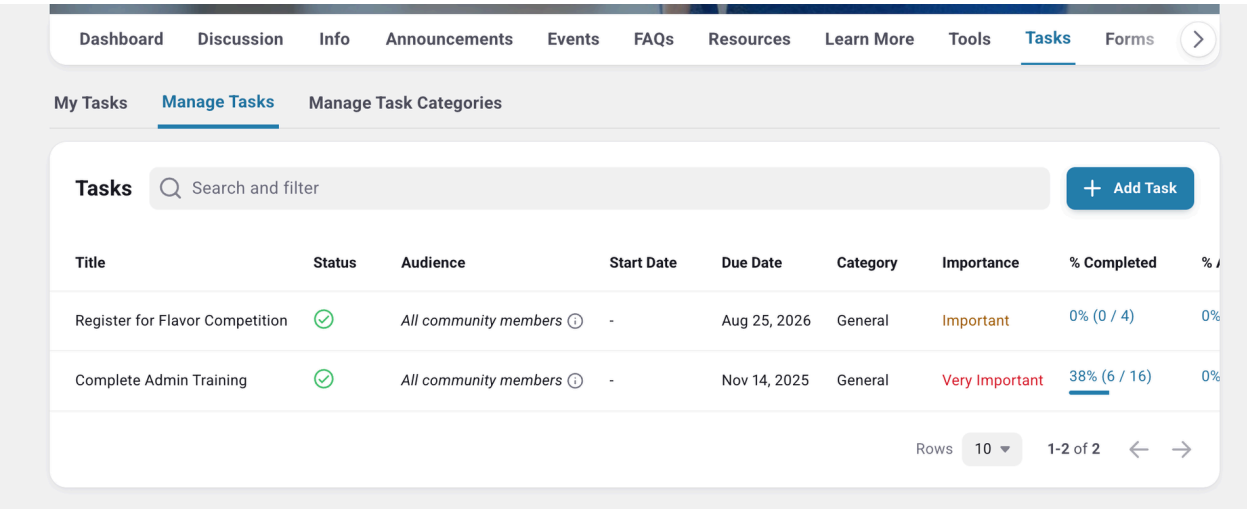
(Visible to all community members)

This tab displays only the tasks that have been assigned directly to you as an individual user.

Manage Tasks

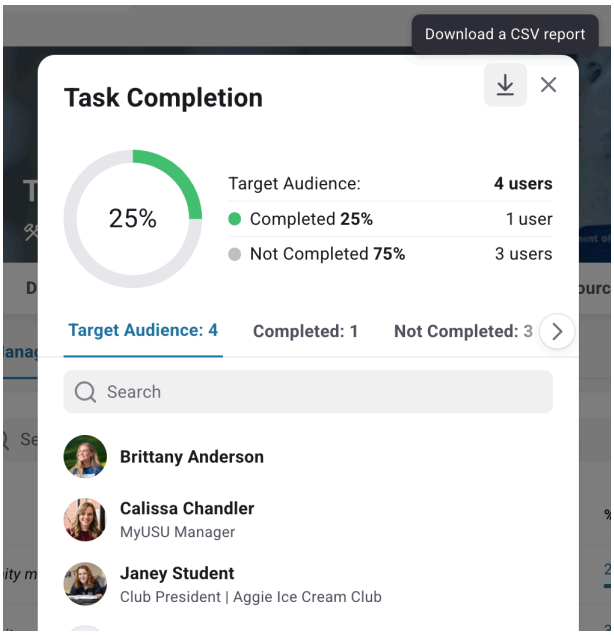
(Visible only to community admins or members with task management permissions)

This tab displays all tasks that have been created within the community. From here, you can track progress and modify task settings using the following tools:



Status Column:

- A **green checkmark** indicates the task is currently live and active.
- A **red X** indicates the task has expired and is no longer visible to users.



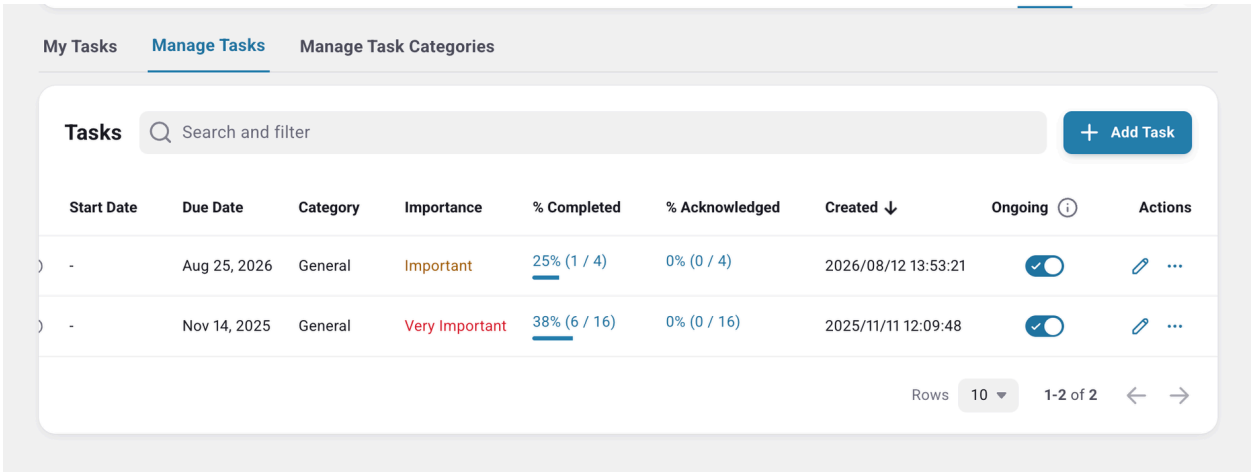
Completion Tracking: Click the percentage button under the "% Completed" column to see exactly which community members have completed the task and who have not. You can also download a CSV copy of this completion report.

Ongoing Tasks: If the Ongoing toggle is turned on, it means the *Apply to New Users* setting was selected when the task was created. You can toggle this setting off at any time to prevent new members from receiving the task.

Editing & Actions:

- Click the **Pencil Icon** to edit an existing task.
- Click the **More (...)** menu button to make a copy of the task, download a CSV report, or delete the task entirely.

Managing Task Categories: You can edit and create new task categories in the Manage Task Categories tab.



Labels

Labels help users connect with MyUSU communities by improving search and recommendation results. By adding labels that describe your department, organization, or program, you can help your target audience find your community more easily.

Where to Add Labels

You can add labels to the following community features:

- Community as a whole (Community Info)
- Events
- Discussion Feed Posts
- Tools
- FAQs

Custom Labels

If you want to use a specific label that is not currently available in the system, simply reach out to the MyUSU team at **myusu@usu.edu** and they will quickly create the new label for you.

Best Practices for Labels

- **Avoid Redundancy:** Add labels for commonly searched terms or phrases associated with your audience, but do not repeat words that are already included in your community's title or description.
- **Think Like a User:** Choose search terms that students are actually likely to type into a search bar when looking for your community. For example, you might add the label "Longboarding" to a Skateboarding Club community.
- **Be Specific:** Avoid using broad-stroke descriptors like "fun" or "learning." These types of descriptors are too vague to be useful and are rarely words or phrases a user will type into the search bar. Instead, use highly specific terms that directly reflect your community's unique activities, services, or topics.
- **How to add labels:** This process is outlined in each feature walkthrough within this guide.

Examples of Effective Labels:

- **Community Name:** *"The Aggie Ice Cream Club"*
  - **Recommended Labels:** Flavor Testing, Free Food (since these terms aren't in the title)
- **Community Name:** *"College of Arts & Sciences"*
  - **Recommended Labels:** Sociology, Psychology, Ceramics (to capture specific majors or abbreviations)

Thank you for your dedication to creating a connected, resource-rich environment for Utah State University. Whether you are fine-tuning an existing community or laying the groundwork for a new one, this manual is here to support you at every step. Explore the resources and contact details below to get started or reach out with any questions.

MyUSU Support

Calissa Chandler | MyUSU Manager
Calissa.chandler@usu.edu
435-797-3012

Kevin Reeve | Executive Director
Kevin.Reeve@usu.edu
(435) 797-0783

General Questions
myusu@usu.edu

Additional Resources

MyUSU Admin Training

Complete this required training course for an interactive walkthrough on how to manage a MyUSU community. This course must be completed by all new community admins.

Admin Community

Managed directly by the MyUSU team, this dedicated group provides regular updates, tools, and ongoing resources for all full-time staff members serving as community admins.

MyUSU Knowledge Base Articles

Access our collection of Knowledge Base (KB) articles to learn more about advanced topics like user provisioning, role assignments, and system permissions.