



IBM Connections

IBM Connections Plug-In for Microsoft Outlook
End-user Help



Edition Notice

Note: Before using this information and the product it supports, read the information in "Notices."

This edition applies to version 5.5 of IBM Connections and to all subsequent releases and modifications until otherwise indicated in new editions.

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Welcome to IBM Connections Plug-in for Microsoft Outlook

IBM Connections Plug-in for Microsoft Outlook® is an Outlook email sidebar application that provides easy, full-featured access to IBM Connections content. You can collaborate on files, share email using IBM Connections, view communities' content, and socialize with your colleagues from the convenience of your email client.

Main features

- Share files easily – send links instead of attachments.
- Drag and drop email messages and attachments from Outlook to the IBM Connections sidebar application to upload them to IBM Connections.
- Search Connections files directly from Outlook.
- Search people by name, job title, organization, etc.
- View complete Connections profiles.
- Initiate a chat with a colleague directly from the sidebar application.
- Receive live updates from your colleagues, communities you follow, and when changes are made in files you follow.
- View community files and updates.

Main help topics

[Getting Started](#)

Getting started with the IBM Connections Plug-in.

[Launching the IBM Connections Plug-in](#)

Starting the IBM Connections Plug-in.

[Configuring the Connections site](#)

Configuring with which IBM Connections site the sidebar application works.

[Finding files](#)

Using the IBM Connections Plug-in to navigate or search for IBM Connections files.

[Working with files and folders](#)

Working with IBM Connections files and folders from the sidebar application.

[Searching Connections](#)

Searching for files, people, and communities.

[Working with email](#)

Sharing emails and email attachments with your team and sending IBM Connections file links.

[Working with people](#)

Using the Profiles tab to find people, view people information, communicate with people, follow people, and build your network.

[Working with communities](#)

Using the Communities tab to find communities, view communities files and updates, join or follow a community, and share a message with the community.

[Viewing updates](#)

Using the Updates tab to view status updates, file updates, community updates, and other content updates.

[Accessibility and keyboard shortcuts](#)

Using the keyboard to get things done.

[Troubleshooting](#)

Getting help.

Getting started

The IBM Connections Plug-in for Microsoft Outlook is an email sidebar application that provides easy, full-featured access to Connections content. You can collaborate on files, share email messages using Connections, work with your communities, and socialize with your colleagues from the convenience of your email client.

To get started:

1. [Install the product](#).
2. Upon the successful installation of the plug-in, open Outlook (or restart it if it is already running) to see the IBM Connections sidebar application.
3. [Connect to a site](#), and start working with [Connections files](#), [communities](#), [email](#), or [people](#). [Get updated](#) with the Updates view.

To connect to a Connections site:

To connect to the Connections site you want to access from Outlook:

1. Select the **Files** tab of the Connections sidebar application.
2. Click **Connect to a Site** or **Connect to Cloud** in the Connections sites drop-down list.
3. For IBM Connections sites, enter the **URL** (Internet address) of the Connections site that you want to connect to.
4. Specify **credentials** for connecting to the site, and click the **Test Connection** button to ensure you have a valid connection.
5. For IBM Connections Cloud, only credentials are required.

For more information, read [Configuring the Connections site](#).

To find Connections files:

Once you add a Connections site to the application, you can use the IBM Connections Plug-in to find a Connections file or a Connections location.

- Use the **Files** tab to view your files and folders, pinned files and folders, files and folders shared with or by you, or the trash.
- Use the navigation history to quickly navigate back and forth between visited locations.
- Use the search field to search for content in the Connections site.

For more information, read [Finding files](#).

To work with Connections files:

- Right-click a file to access common Connections operations: [open file](#); [open in browser](#); [copy files and links](#) to email messages, meetings and contacts, and to your computer; [share files](#); [pin files](#); [follow files](#); [like files](#); [lock files](#); [view version history](#), [comments](#) and [file properties](#); etc.
- Click the **Upload** icon (+) to upload files to **My Files**, **My Folders** > [folder], or to a community Files and Folders.
- Drag one or more files to your Desktop or Windows Explorer to download them to your PC.
- Click the **Create New Folder** icon (📁) to create a new folder in **My Folders**, Community Folders, or in a sub-folder.

For more information, read [Working with files](#).

To integrate Connections and email:

- Drag email messages and attachments to the IBM Connections sidebar application > **My Files**, or to [community] > **Files**, to publish them on Connections.
- Drag-and-drop one or more Connections files to your email message, to create a link to them. Hold the **Alt** key while dragging and dropping to create an actual attachment to the file.

For more information, read [Working with email](#).

To work with communities:

Access your communities from the **Communities** tab:

- Click the **Communities Views** icon (👤) and select **I'm a Member** / **I'm an Owner** / **I'm Following** / **I'm Invited**.
- View the community files by clicking the **Files** icon (📁).

- Ask to join or follow a community by clicking **More Actions** (you can view updates in communities you follow in the **Updates** tab).
- Click the **Community Updates** icon () to view all community updates. In the community updates list:
 - Click the **Share a message with the community** icon () to post your status message on the community board.
 - Click the **Add Comment** icon () to comment on a specific community update.

For more information, read [Working with communities](#).

To view updates:

Get updated with the **Updates** tab:

- View updates of files, communities, and people you follow.
- Filter the types of updates you want to see.
- Post your status updates, and comment on other people's updates.

For more information, read [Viewing updates](#).

To work with people:

You can connect with your co-workers and follow their business-related updates via the **Profiles** tab.

- Click the **Send an instant message** (), **Call** (), or **Send an email message** () icons to interact with a colleague directly from the sidebar application.
- Use other action icons to start following people, invite them to your network, or to accept or decline their network invitation.
- Click **More Actions** to view people files, blogs, communities, etc. (You can view updates made by people you follow in the **Updates** tab).
- Post a message to a colleague's board by clicking the **Write a message** icon () in their business card.

For more information, read [Working with people](#).

Launching IBM Connections Plug-in

To launch the IBM Connections Plug-in for Microsoft Outlook and display the IBM Connections sidebar application, open Microsoft Outlook and click the **Show Sidebar** toolbar button (). Clicking the button again hides the sidebar application.

In Outlook 2007, you can also show and hide the sidebar application by selecting **View > IBM Connections Plug-in for Microsoft Outlook** from the application menu.

Note: The IBM Connections Plug-in sidebar application can also display in an email message or in a meeting window. To show it, click the **Show Sidebar** button () in the window.

Configuring Connections sites

To work with IBM Connections sites from Microsoft Outlook, you must first configure the sites that you want to access:

1. Start the IBM Connections Plug-in for Microsoft Outlook as described in [Launching IBM Connections Plug-in](#).
2. Select the **Files** tab of the Connections sidebar application.
3. Click **Connect to a Site** or **Connect to Cloud** in the Connections sites drop-down list.
4. In the **Connect to IBM Connections Site** dialog:
 - a. Enter the **URL** for the Connections site that you want to add. If the URL does not include a protocol prefix, `https://` is added.
 - b. Select the authentication method that will be used to connect to the Connections site:
 - **Use Windows credentials** to connect to the Connections site with the logged in Windows user's user name and password.
 - **Use custom credentials** to provide the **User name** and **Password** you use to connect to the Connections site.Check **Save Password** to save the password for the site. If you do not save the password, you will be prompted to supply the password when you launch Outlook again.

- c. Optionally, click the **Test Connection** button to verify that the connection succeeds. If the connection fails you will see the **Failed to Connect** message box, which contains more details about why the connection failed.
 - d. Click **OK** to add the site.
5. In the **Connect to IBM Connections Cloud** dialog:
- a. Provide the **User name** and **Password** you use to connect to the Cloud. If your cloud is configured using SAML authentication, log in with your company's credentials.
Check **Save Password** to save the password for the site. If you do not save the password, you will be prompted to supply the password when you launch Outlook again.
 - b. Click **OK** to add the site.

Note: To connect to your Connections site via a proxy, follow the steps in [Configuring proxy settings](#).

To edit a Connections site:

1. Select **Options** from the plug-in sidebar application menu, and select the **IBM Connections** tab.
2. Select the site you want to edit and then click the **Edit** button.
3. The **Title** field lets you rename the Connection site label for easy identification in the sidebar application.
4. Edit the values you want to change, and then click **OK**.

To remove a Connections site:

1. Select **Options** from the plug-in sidebar application menu, and select the **IBM Connections** tab.
2. Select the site you want to remove and then click the **Remove** button.

Note: The Remove button is disabled if the site was provisioned for you by the administrator.

To change the active Connections site:

Select the Connections sites drop-down list and select the site () you want to work with. When you change the active site, the contents of the sidebar change completely, including files, communities, updates, and profiles.

Configuring proxy settings

By default, the IBM Connections Plug-in for Microsoft Outlook connects to IBM Connections via your computer-configured proxy, providing a secured working environment. If the proxy requires authentication, you must configure the proxy settings manually, as described here.

The plug-in can also connect to Connections directly, without using a proxy, or use a manually configured proxy server.

To configure proxy settings for the plug-in, select **Options** from the plug-in sidebar application menu. Select the **Advanced** tab > **Network Connections**, and click the **Proxy Settings** button.

Select one of the following options:

- **Windows (Internet Explorer) proxy settings.** This is the default option which uses the computer-configured proxy.
Note: You cannot use this option if your organization is using an authenticated proxy. In this case, choose **Manual proxy configuration**, select the **Enable proxy authentication** check box, and supply a **User Name** and **Password** for the proxy server.
- **Direct connection to the Internet.** Select this option to connect to Connections directly, without using a proxy.
- **Manual proxy configuration.** Select this option to define the settings for your proxy server manually:
 - **HTTP proxy.** Use this option to specify the server and port to use when making HTTP connections. If the port field is left empty, the default port 80 is used. If you check **Use this proxy server for SSL**, the HTTP proxy server is used for SSL connections as well.
 - **SSL proxy.** Use this option to specify the server and port to be used when making SSL connections. If the port field is empty, the default port 443 is used.

- **SOCKS proxy.** Use this option to specify the server and port to be used when making SOCKS connections. If the port field is empty, the default port 1080 is used.
- **No Proxy for hosts.** Use this table to specify which hosts should not use any proxy but instead should always be directly connected.
- **Enable proxy authentication.** Select this option to specify a User Name and Password to use when connecting to the proxy server.

Finding Files

Use the IBM Connections Plug-in for Microsoft Outlook to find a Connections file or a Connections folder, using one or more of the following methods:

- Use the **Files** view to [navigate](#) between your files and folders, pinned files and folders, files and folders shared with or by you, or the trash.
- [Use the navigation history](#) to quickly navigate back and forth between visited locations.
- [Search for content](#).
- [Sort](#) the Connections files to easily locate a file.
- [Refresh](#) the list to view changes made on the Connections server.
- Click the **Show All** link at the bottom of the sidebar to view all files related to the current view.

To navigate Connections views:

Before you can start to navigate in the sidebar application, you need to [Connect to a Connections site](#).

- **Select Files View or switch server** icon (

- **Breadcrumbs:** The breadcrumbs next to the **Select Files View** icon show you the parent elements of the current location. Click a link in the breadcrumbs to quickly navigate to a parent location. Externally shared folders and communities are highlighted in yellow in the breadcrumbs. Right-clicking any of the elements in the breadcrumbs of the **Files** view opens a context menu from which you can select **Open in Browser** or **Copy Address**.

If the breadcrumbs are too long to show in the sidebar, the root locations are shown by clicking the **Select Files View** icon ()

To use the navigation history:

Click the **Back** () and **Forward** () buttons on the toolbar to revisit a recent Connections view.

Tip: Click and hold the **Back** or **Forward** icons to open a list of the recently visited views, allowing you to return to any of them easily.

To search for files:

1. Click in the **Search** box in the **Files** tab.
2. Optionally, select the search scope using the search field drop-down menu:
 - **All Files** to search for content in the current server
 - **My Files**
 - **Shared with Me**
 - **Community Files**
3. Type a word or phrase that you want to search.
4. Click the **Search** icon or press **Enter**.

Notes:

- To repeat a recent search, click the search field while it is empty to see the last 3 search terms. Select a search term to repeat the search.
- Search cannot find content within encrypted files.

Search results are displayed in the sidebar application's file list. The sidebar sorts the matching items by their updated time.

Click the **Show All** link at the bottom of the sidebar to view all search results.

To sort:

Sort the list of Connections items in the current location by clicking any [visible column header](#), such as **Name**, **Updated By**, or **Recommendations**. Clicking an already sorted column header reverses the sorting order.

To refresh the file list:

Click the **Refresh** icon () to reload the files list, and to view changes made to the Connections location and its server settings.

Working with files and folders

This topic describes general concepts of working with the files list in the IBM Connections Plug-in for Microsoft Outlook.

Many standard operations, such as **Open**, **Delete**, and **Copy**, can be performed on Connections folders and files directly from the sidebar application file list. Some operations can be performed on multiple selected files simultaneously.

To view files:

Right-click the file and select **Open**. The file is opened locally.

To edit files:

To edit all file types locally:

1. Right-click the file and select **Open**. A local copy is opened.
2. Edit your file, and save it locally.
3. [Upload](#) your new version to Connections.

To edit IBM Docs in the browser:

1. Right-click the file and select **Open in Browser**. The file opens in your Web browser.
2. Click **Edit in IBM Docs**.
3. Edit your file, and save it. Your changes are saved online.

Note: You cannot edit encrypted files with IBM docs.

To delete files:

Right-click the file and select **Move to Trash**, or use the keyboard shortcut **Delete**.

Deleted files are moved to the Connections site's Trash. You can restore deleted files from the Trash.

To delete folders:

Right-click the folder and select **Delete**, or use the keyboard shortcut **Delete**.

The files in the deleted folder are not deleted. Deleted folders cannot be restored.

To rename a file or a folder:

1. Right click the file or folder and select **Rename**.
2. Enter the new name and click **OK**.

To open in browser:

Right-click a folder, file, or files view, and select **Open in Browser** to open the Connections item in a Web browser.

The **Open in Browser** operation is also available from the context menu of the breadcrumbs, located at the top next to the view's icon. Right-clicking the right-most element in the breadcrumbs is the easiest way to open the current location in the browser.

Clipboard operations

You can use standard clipboard operations (**Copy**, and **Paste**) to copy files between different locations on Connections, Outlook, and your computer. These operations are available from the sidebar application's file context menu.

Use the **Copy** command menu to:

- Copy the **File** itself.

- Copy a **Link** to the file. This option places the file name with a hyperlink to its location as text on the Clipboard.
- Copy the **Address** of the file. This option places the URL of the file as text on the Clipboard. The **Copy Address** command is also available for folders and file views, and in the breadcrumbs context menu in the sidebar application status bar.

Notes:

- The **Ctrl+C** keyboard shortcut works similar to dragging-and-dropping files from the sidebar application. By default, a file link is copied when you select **Ctrl+C**. To change the default action when copying Connections files using **Ctrl+C** from copying file links to copying files:
 1. Select **Options** from the plug-in sidebar application menu.
 2. Select the **Advanced** tab, and set the check box **Drag files instead of file links to Outlook**. For more information, read [Downloading files from Connections](#).
- The **Cut** command is not available in this version of the IBM Connections Plug-in.

To pin files and folders:

Right-click the file and select **More Actions > Pin**.

Pinned files and folders are displayed in the **Pinned Files / Pinned Folders** views.

To unpin a file or a folder, right-click the file and select **More Actions > Unpin**.

To follow files and folders:

Right-click the file and select **More Actions > Follow**.

When you follow a file or folder, notifications are added to the [Updates](#) tab when the file or folder is updated.

To stop following a file or a folder, right-click the file and select **More Actions > Stop Following**.

To like/unlike a file:

To like a file, right-click the file and select **More Actions > Like**.

To undo, select **More Actions > Unlike**.

To add files to folders:

To add a file to a folder:

1. Right-click the file and select **Add to Folder**.
2. Select the folder on IBM Connections. You can select a folder or a sub-folder from **Folders I Recently Added To, My Folders, Pinned Folders, Folders Shared With Me** and folders in **My Communities**. Externally shared folders are marked with the External icon (🔗).
3. Check / uncheck **Allow members of the selected folder to edit this file**.
4. Click **OK**.

To remove a file from a folder, navigate to that folder, right-click the file and select **Remove from Folder**.

Notes:

- You can add files to folders that you have Contributor or Owner access to.
- You cannot add other peoples' private or shared files to public folders.

To create a new folder:

1. Open the **Files** tab and select the **My Folders** view.
2. Optionally, select a sub-folder.
3. Click the **Create New Folder** icon (📁+).
4. Type a folder name.
5. Check or uncheck **Allow sharing with people outside of my organization**. Externally shared folders are marked with the **External** icon (🔗).
6. Click **OK**.

To lock files:

This feature applies to Connections sites starting from version 4 only.

If you are the owner or the editor of a file, you can lock it for editing. To lock a file, right-click the file and select **Lock File**. Locked files are indicated with a lock icon.

To unlock a file, right-click the file and select **Unlock File**.

To view version history:

Right-click a file and select **Version History**. The Version History pane opens at the bottom of the plug-in.

For each version of the file you can:

- See who created the version and when.
- See the presence awareness of this person. Right-click the presence awareness icon to open the instant messaging menu.
 - **Note:** You must be logged into the [instant messaging](#) server for this feature to work.
- Click the person's name or picture to view their full profile in the **Profiles** tab.
- View the version number and change summary of each revision.
- Click the **Copy Link** icon () to copy the URL of a specific version of the file to the clipboard. By linking to a specific version you do not have to worry that the contents of the linked file will change.
- Click the **Open** icon () to open a specific version of the file.
- Click the **More Actions** icon () and select:
 - **Restore Version** to restore an older version of a file.
 - **Delete Version** to delete a specific version of a file (*available in Connections 4 only*).
 - **Delete this version and all earlier versions** to delete a specific version and its predecessors.

To flag a file as inappropriate

This applies to files of communities that were created with the moderation option **Viewers can flag inappropriate content**.

To flag a file as inappropriate:

1. Right click the file and select **More Actions > Flag as inappropriate**.
2. Provide a reason for flagging the file as inappropriate (optional), and click **Flag**.

For instructions on other use cases of working with files, read any of the following topics:

- [Uploading files to Connections](#)
- [Downloading files from Connections](#)
- [Sharing files and folders](#)
- [Viewing and editing file properties](#)
- [Viewing and posting file comments](#)

Uploading files, folders, email messages and attachments to Connections

Use the IBM Connections Plug-in for Microsoft Outlook to upload files and folders from your computer as well as email messages and email attachments to **My Files, My Folders > [folder], [community] > Files, or [community] > Folders > [folder]**.

To upload files:

1. Use the **Upload** icon (**+**), available in **My Files, My Folders > [folder], [community] > Files**, and **[community] > Folders > [folder]**, and select the file you want to upload.
- or -
Drag a file, a folder, an attachment, or an email message from your computer or from Outlook to the plug-in sidebar application.
2. Set the upload options:
 - Check or uncheck **Allow sharing of with people outside of my organization**. When checked, the uploaded files are marked with the **External** icon (). You must set external access when you upload a file; it cannot be turned on later.
 - Check or uncheck **Encrypt the file content**. When checked, the file is stored on the server encrypted.
3. Click **Upload**.

Notes and limitations:

- Uploading of large files (typically up to 2GB) is supported.

- Due to an Outlook limitation, you cannot upload folders that include characters which do not match your machine locale.

When an item is being uploaded, you can monitor the progress in the progress bar, which appears at the bottom of the plug-in sidebar application. From here you can see the name of the current item being uploaded as well as the status of the upload. You can stop the current upload process by clicking the **Cancel Operation** icon (■) in the progress bar.

To upload a new version:

You can add a new version to a file by uploading it to Connections again. You can add a new version, *even when the file name has changed*.

To upload a new version, item name has not changed:

1. In **My Files, My Folders** > [folder], [community] > **Files**, or [community] > **Folders** > [folder], upload the file using the **Upload** icon, using drag-and-drop, or by right-clicking the file and selecting **Upload New Version**.
2. The **File Already Exists** dialog opens:
 - a. Select **Add as a new version to the selected document**, and then select the file from the table for which you want to add a new version. Optionally supply a **Change summary** comment.
 - b. Or, select **Upload as a new file** to rename the new file. Supply the new file name in the text box.
 - c. Click **OK**.
- 3.

To upload a new version, item name has changed:

Use this method for this scenario: you uploaded a file called "Market Research.docx" to Connections, and you sent it to someone outside of your company for review. This person returns the file to you and changed its name to "Market Research-jf.docx". You want to upload this file to Connections to replace the original file but to preserve the original name.

1. Drag the file onto the file you want to overwrite and hold for 2 seconds. A tooltip displays: **Upload as a new version to <file name>**.

2. Drop the file. The new file is renamed to the existing file name on which you dragged this file, and added as a new version of that file.

Note: You can only replace a file using this method if both the existing and new files have the same file type.

Read also:

- [Uploading email messages to Connections](#)
- [Uploading attachments to Connections](#)

Downloading files and folders from Connections

Use the IBM Connections Plug-in for Microsoft Outlook to download files and folders as local copies to your computer, where you can work on them in a non-collaborative environment. After editing a file you can [upload it to Connections](#), replacing the existing file or adding it as a new version.

Do any of the following to download a local copy of files and folders:

- Drag one or more files and folders from the sidebar application to the Windows Desktop or an open location in Windows Explorer.
- Select one or more files and folders, right-click and select **Save As** from the context menu. Specify where to save the files.
- Select one or more files, right-click and select **Copy > File** from the context menu. Then **Paste** the files to a location on your computer.

If the file was encrypted when Uploading files, folders, email messages and attachments to Connections, it will be decrypted when you download it.

Sharing files and folders

To share a file or a folder:

1. Right-click the file or folder and select **Share**.
2. Do any of the following:
 - a. Select **Share with People, Groups* and Communities** or **Public (visible to everyone)**.

- b. Select each **Person / Group* / Community** you want to share the file or folder with: Type the name of the person or community and click it to add, or click the down-arrow next to the text box to view a **Recent People** list and select from it.
- c. For each person / group* / community select the sharing role:
 - **as Reader**
 - **as Editor** (available only in file sharing).
 - **as Contributor** (available only in folder sharing).
 - **as Owner** (available only in folder sharing).
- d. Check or uncheck **Allow others to share this file** (available only in file sharing).
- e. Check or uncheck **Everyone can contribute to this folder** (available only in folder sharing when selecting **Share with: Public**).
- f. **Add an optional message** for the people or communities you are sharing the file with (available only in file sharing).

* Group sharing is only available for folders.

To view sharing details:

To view the sharing details of a file or a folder:

1. Right-click the file or folder and select **Sharing Details** to view sharing details.
2. Click **Add** to open the **Share File / Share Folder** dialog.
3. Select a person or community and click **Remove Share** to stop sharing the file or folder with this person or community.
4. Check or uncheck **Allow others to share this file** (available only in file sharing).
5. Uncheck **Allow sharing with people outside of my organization** to stop external sharing.

Note: This option only appears if this file or folder was uploaded with the **Allow sharing with people outside of my organization** option.

To stop external sharing:

To stop sharing a file or a folder with external users, right-click the file or folder and select **Stop External Sharing**.

Viewing and editing folder details

To view to which folders a file was added:

1. Right-click the file and select **Folder Details**. A list of folders containing the file appears.
2. Select a folder and click **Remove** to remove the file from this folder.
3. Select a folder and change the Editors permission of this file in this folder to **Can Edit / Can View**.

Viewing and editing file properties

The IBM Connections Plug-in for Microsoft Outlook supports viewing and editing file and folder properties.

To view properties:

1. Select the Connections file(s) or folder(s).
2. Right-click and select **Properties**, or press **Alt+Enter**.
 - **Read-only properties** are dimmed.
 - The value **<Multiple Values>** indicates that this property has different values in the selected files.

To edit properties:

1. Open the Properties window.
2. Edit the value of properties directly in the grid of the Properties window. Changes made to the file or folder name and to the file tags are saved after you click **Yes** in the confirmation message.

You can edit the Description of multiple files or folders simultaneously. You will be notified if editing the value failed for any of the items.

Viewing and posting file comments

To view file comments:

To view file comments, right-click the file and select **Comments**.

The **Comments** pane opens at the bottom of the IBM Connections Plug-in for Microsoft Outlook, where you can see the file comments, [post a new comment](#), [edit](#), or [delete](#) existing comments.

Note: When the Comments pane is open, and you select another file from the file list, the comments for this item are automatically shown in the Comments pane.

To post a comment:

To post a new comment to the file:

1. [View the Comments pane](#) of the file.
2. Write your comment in the text box and click **Post**.

To edit a comment:

You can edit your own posted comments:

1. [View the file's Comments pane](#).
2. Locate the comment and click the **Edit Comment** icon ()
3. Update your comment in the text box and select **Post**.

To delete a comment:

You can delete your own posted comments or other peoples' comments on files you own:

1. [View the file's Comments pane](#).
2. Locate the comment and click the **Delete Comment** icon ()

To flag a comment as inappropriate:

This applies to comments on files of communities that were created with the moderation option **Viewers can flag inappropriate content**.

1. [View the file's Comments pane](#).
2. Locate the comment and click the **Flag as inappropriate** icon ()
3. Provide a reason for flagging this comment as inappropriate (optional), and click **Flag**.

Selecting visible columns

The IBM Connections Plug-in for Microsoft Outlook lists files and folders. The different Connections views display different columns. For example, the **My Files** view displays the **Name**, **Sharing** icon, **Updated** date and **Updated By** columns.

You can edit the displayed columns of the following views: **My Files**, **Pinned Files**, folder views and **My Communities** > <community> > **Files** and **Folders**. In these views, you can make file's property visible as a column in the sidebar application's file list, and set the order of columns.

Note: The selected columns, as well as their order, are global to all above views. If a selected column does not apply to a certain view, it will not be shown in that view.

To configure the visible columns:

1. Right-click the column headers in the file list and select **Visible Columns** from the context menu.
2. The **Visible Columns** dialog lists all standard Connections file properties. Check each column that should appear in the file list.
3. Use the **Move Up** and **Move Down** buttons to change the order in which the properties display in the sidebar application.
4. (Optional) Set a fixed width for a column by selecting it and setting a value for **Width of selected column (in pixels)**. The column width can also be modified by dragging or double-clicking the right edge of each column header in the file list.

Searching Connections

Use the IBM Connections Plug-in for Microsoft Outlook to search for and find relevant content and people.

The following topics describe how to search with in the plug-in:

- [Searching for files](#)
- [Searching for people](#)
- [Searching for communities](#)

Working with email

Use the IBM Connections Plug-in for Microsoft Outlook to easily save and access email messages and attachments on Connections, as well as attach files from Connections to new messages. Email messages saved on Connections can be shared with other Connections users, without using up disk storage space in their Inboxes.

Use the plug-in to efficiently perform the following:

- [Attaching files to email messages.](#)
- [Uploading email messages to Connections.](#)
- [Uploading attachments to Connections,](#) with an option to replace them with Connections links.

Attaching files to email messages

Use the IBM Connections Plug-in for Microsoft Outlook to attach Connections files to different Microsoft Outlook items.

To attach Connections files to an email message:

There are two simple methods for attaching a Connections file to Outlook:

1. Drag the file from the sidebar application into an area of Outlook that supports receiving files (see list below). By default, a file link is created when you drag a file from the sidebar application. Creating a link and not a file copy allows you to manage file revisions effectively, as well as save storage space on your email servers.
2. Right-click the Connections file, and select the **Copy** command menu, to copy the **File**, a **Link** to the file (places the file name with a hyperlink to its location as text on the Clipboard), or the **Address** of the file (places the URL of the file as text on the Clipboard). Then paste it in an area of Outlook that supports receiving files.

Note that Connections file links can be opened only by users who have access to the Connections server, and have reader or editor access to the file.

You can drag Connections files to these areas of Outlook:

- An outgoing email message body, to create an email attachment, or to your Inbox, to create a new email message with links to the files.
- An appointment, meeting, or event's description, to create a link to the file.
- A task's description area, to create a link to the file.
- A contact's notes area, to create a link to the file.
- The Notes application to create a new note containing the file's title.

Note: To drag a file to a calendar event, task, contact, or note, select the file from the plug-in in the Outlook Explorer main window, and drag it to the corresponding Outlook area.

To attach a link to a previous version of a file:

1. Right-click the file and select **Version History**.
2. Locate the version you want to attach and click the **Copy Link** icon () next to it.
3. Paste the link into an outgoing email message, or another area of Outlook that supports receiving files.

To configure Connections drag-and-drop options:

To change the default action of attaching Connections files from attaching a link to the file to attaching the file itself:

3. Select **Options** from the plug-in sidebar application menu.
4. Open the **Advanced** tab, and select the check box **Drag files instead of file links to Outlook**.

To reverse the behavior set in the application options, hold the **Alt** key while dragging a file from the sidebar application.

Uploading email messages to Connections

If you upload an email message to Connections, you can share it with others without duplicating it in all of their inboxes. To upload an email message to Connections:

1. Follow one of these methods:
 - Select and drag one or more message(s) from the Inbox, or any other folder, to **My Files, My Folders > [folder], [community] > Files, or [community] > Folders > [folder]**.
 - Right-click the message and select **Save Message to IBM Connections > Add to Files and Communities, Add to Activities** (as attachment), or **Add to Wikis** (also as attachment).
 - Open the message and select **Files and Communities, Activities** or **Wikis** from the **Save to IBM Connections** ribbon-button.

2. [Set the upload options.](#)

You can also [move](#) an email message to Connections. In this case the message is uploaded to Connections and then deleted from your **Inbox** (or any other folder) and moved to the **Deleted Items** folder.

How are email messages saved on Connections?

Email messages uploaded to Connections are saved as `.msg` files and contain the entire message, including body text and attachments. The file name is derived from the Subject field.

To upload messages with the same subject:

If several messages from the same discussion thread are stored on Connections, you are asked if you want to save it as a new version of the `.msg` file, or rename the new message. To learn more, read [Replacing existing files](#).

To stop the upload process:

When the upload process begins, it is indicated by a progress bar. You can stop the upload process by clicking the **Cancel Operation** icon (■) in the progress bar.

To move email messages to Connections:

You can delete the uploaded message from the Inbox (or any other folder) and move it to the **Deleted Items** folder when uploading it to Connections:

Select **Options** from the plug-in sidebar application menu, select the **Advanced** tab and click **Move email instead of copy to Connections**.

Tip: To reverse the behavior set in the application options, and change the drag-and-drop mode from move to copy or vice versa, hold the **Alt** key while dragging an email to the sidebar application.

To open email messages saved on Connections:

Double-click an email message in the plug-in. The message opens directly in Outlook.

Read also: [Uploading files, folders and email messages to Connections.](#)

Uploading attachments to Connections

You can save attachments of incoming email messages to Connections so that you can [share](#) these attachments with other Connections users. This feature helps you to collaborate with colleagues on files and also saves storage space on the mail server.

To upload the attachments of an incoming email message to Connections:

Follow one of these methods:

- Drag the attachment from the body of an email message or the preview pane to the IBM Connections Plug-in for Microsoft Outlook, to upload it to **My Files, My Folders > [folder], [community] > Files**, or **[community] > Folders > [folder]**.
- Right-click the attachment and select **Save Attachments to IBM Connections > Add to Files and Communities, Add to Activities** (as attachment), or **Add to Wikis** (also as attachment). The **Save to IBM Connections** dialog opens on which you [set the upload options](#).

Note: The **Save to IBM Connections** attachments context menu item is not available for messages in RTF format.

- In an open message, click the **Files and Communities, Activities, or Wikis** button from the **Save to IBM Connections** Plug-in ribbon button. The **Save to IBM Connections dialog** opens on which you [set the upload options](#).

Note: When the upload process begins, it is indicated by a progress bar. You can stop the upload process by clicking the **Cancel Operation** icon () in the progress bar.

To set the upload options:

When you upload attachments to Connections you can specify options for uploading:

1. **Select Location to Upload.** Select the Connections location where you want to upload the attachments. Note that you must have permissions to the upload location. You can select a recent location, or click **Browse** to browse and select any other Connections location. The available locations for uploading files are **My Files, My Communities > [community] > Files, Activities**, and **Wikis**.

When uploading to Files and Communities: Click the **Connect to a Site** icon if you

wish to [connect to another Connections site](#).

When uploading to Activities and Wikis:

1. Select an IBM Connections server from the drop-down list at the top.
 2. Search for a top-level **Entry / Wiki** in the search bar, or expand and select an **Entry, To Do Item, Comment / Wiki page** in the tree.
 3. Right-click an activity or entry if you wish to **Add Entry, To Do Item, or Section**. Supply a **Title, Tags, and Description** for the new entry. Optionally check **Mark private**.
For **To Do Items**, you can assign the item to **Anyone** or to certain **Members**, and set a **Due date**.
 4. If only a part of the activities / wikis are shown in the list, a **Show more** link appears at the bottom. Click it to fetch more items from the server.
2. **Items to Upload**. Select the email message and/or attachments you want to upload to Connections.
 3. **Replace attachments with links**. Select if you want to replace the uploaded attachments, in the email message, with links to the files on Connections.
Note: Attachments of type `.msg` (i.e., email messages, contacts, tasks, or meetings and appointments) are not replaced with Connections links. They are always sent in their native format.

Read also: [Uploading files, folders and email messages to Connections](#).

Sharing files with email recipients:

When sending email with a Connections file link to recipients which are Connections users, the file is automatically shared with the recipients, granting them read permissions to the file.

If a recipient is not a Connections user, or the file cannot be shared with this user, the sender is informed.

Working with people

Use the **Profiles** tab of the IBM Connections Plug-in for Microsoft Outlook to collaborate and communicate with your colleagues:

- [Find a person](#).
- [View people information](#).

- [Communicate with people](#) by chat, phone, email, and more.
- [Build your Connections network](#).
- [Follow people](#).
- [Update your status](#).

Finding people

Finding the right person can help you get things done quickly. To find a person, use one or more of the following methods:

- [Search](#) by name or other Connections user profile detail, such as Tags, Job Title, or Organization.
- Go to the **Profiles** tab and select the **My Network Contacts** view from the **Select Profiles View** icon () to see a list of your **Network Contacts**. Learn more about [building your network](#).
- Select a file in the plug-in sidebar application. If one or more columns that include a user name (such as **Created By**, or **Updated By**) are [displayed](#), the information for these people is shown in the [people information pane](#).
- Select an email message. The sender and recipients are displayed in the [people information pane](#).
- Select a calendar event. The information for the attendees is displayed in the [people information pane](#).

Click the **Show More** link at the bottom of the sidebar application to view more people.

Note: Showing people information for the active email message, file, or calendar event requires that the administrator has not configured the Connections server to hide email addresses. People in the active item are matched with profiles on the Connections server using their email address.

Read [Viewing people information](#) to learn about the displayed information.

To search for people:

Search by name or other Connections user profile details, such as tags, job title, or organization.

1. Click the **Profiles** tab.
2. Select the **Profiles Search** view, using the **Select Profiles View** icon ()
3. Follow one of these search options:
 - To search for a term (such as name or a profile details) in *all* profile attributes, type the term and press **Enter**, or click the **Search** icon.
 - To search for a term in a specific attribute, such as **Name**, **Tags**, or **Job Title**:
 1. Click inside the search bar, while it is empty, to open the search options. Click an attribute from the **Find People by** list to select it.
 2. Type the search term after the colon (:.) and press **Enter**, or click the **Search** button.
 - To repeat a recent search, click the search bar while it is empty to see the last 3 people search terms. Select a search term to repeat the search.
3. Search results are displayed in the IBM Connections plug-in, sorted by relevance as defined by Connections. To learn more about the displayed information read [Viewing people information](#).

To filter the people lists:

You can filter the people lists using:

- **Find as you type:** Just type a name or a keyword. The people list shows only people that match the text and highlights the matched text.
If you did not find the right person in the current list, click the **Try searching again in IBM Connections** link (available in the My Network view) to launch a new [people search](#) in Connections.

Viewing people information

To learn the different ways to find people and view their business cards using the IBM Connections Plug-in for Microsoft Outlook, read [Finding people](#).

Where can I view people information?

Business cards are displayed in:

- The **Profiles tab** in the sidebar application, by selecting any of these views: **Profiles Search, My Network Contacts, Invitations, Unconfirmed** or **Suggested Colleagues**.
- The **people information pane** below the file list, which shows information for the people that are associated with a selected email message, calendar event, or Connections file.

Note: Showing people information for the active email message, file, or calendar event requires that the administrator has not configured the Connections server to hide email addresses. People in the active item are matched with profiles on the Connections server using their email address.

The people information pane

The people information pane automatically shows you the business cards of the people that are associated with a selected email message, calendar event, or Connections file.

To switch people information:

If multiple people are associated with the active item (for example, multiple email recipients), a down-arrow is displayed to the right of the person name.

To select a different person, click the down-arrow next to the name, and select another person from the list.

The business card

By default, the short mode of the business card is displayed, both in the **Profiles** tab and in the **people information** pane. Click the **Show More** icon () to view the full mode of the business card, and the **Close** icon () to return to the short mode.

Short mode business cards

The short mode includes the following information:

- **Picture, Name, Job Title, and Department.**
- External users are marked with the **External** icon (.

- **OCS** (Office Communicator Server) or **Microsoft Lync** presence awareness status, if logged into OCS / Lync.

Right clicking the presence awareness icon opens a context menu, allowing you to:

-  **Send Instant Message**
 -  **Call** (with sub-menu)
 -  **Start Video Call**
 -  **Send Email**
 - **Copy** to copy this person's name and the email address.
 - **Tag for Presence Alerts**
- Optionally, the status update message is displayed.
 - **Send an instant message** () , and **Call** () this person. *These actions appear if you are logged in to OCS / Lync.*
 - **Send an email message** () to this person.
 - **Invite to My Network** () / **Remove from My Network** () / **My Network invitation sent. Click to cancel** () / **Accept Invitation** () . *These actions appear only if the person is located on the Connections server, and if the person is not already in your network.*
 - **Follow** () / **Stop Following** () to start or stop receiving updates made by this person in the [Updates tab](#). *These actions appear only if the person is located on the Connections server.*
 - **More Actions** icon () , *enabled only if the person is located on the Connections server*, allows you to:
 - **Download vCard** to download the electronic business card (.vcf file) from the Connections server.
 - Access this person's:
 - **Activities** application.
 - **Blogs** application.
 - **Bookmarks** application.
 - **Communities** application.
 - **Files** - shows this person's public files, and files shared with you, in the Files tab of the plug-in.
 - **Profiles** application.
 - **Wiki** application.

Full mode business cards

The full mode adds the following information:

- **Work email, Work phone, Mobile phone**
- **About me**
- **Background**
- **Tags**
- **Open Profile Page** - opens this person's full profile Web page.
- **Recent Updates** - shows this person's recent Connections activities and updates. Click the **More Details** icon (>>) to view the comments to an update.

Communicating with people

Use the IBM Connections Plug-in for Microsoft Outlook to communicate with people, by email, chat, phone calls, and video calls.

- The business cards shown in the **Profiles** tab and the [people information pane](#) include icons to **Send an instant message** () , **Call** () , or **Send an email message** (). Click an icon to start communicating with this person. Learn more about [finding people](#) and about the [business card](#).
- View the full business card of a person, and then click the **Write a message** icon () to write a message on this person's board.
- Wherever a user name is displayed in the plug-in (for example in the **Files** tab in [columns](#) that refer to users, in the [Comments](#), or the [Version History](#) panes) it is displayed with presence awareness (Active, Away, Do Not Disturb, and so on). Right-clicking the presence awareness icon brings up an instant messaging context menu, which lets you start communicating with this person, by chat, voice or video call, and email.

The plug-in supports [Microsoft Lync](#) and [OCS \(Office Communications Server\)](#) presence awareness for instant messaging.

Note: For this feature to work, you must be logged in to Microsoft Lync or Office Communicator.

Building your Connections network

Use the **My Network Contacts** view in the **Profiles** tab to view and interact with the people you work with on a regular basis and to invite people to your network. When a person that you invite to your network accepts your invitation, he or she is added to your **My Network Contacts** view. You can also remove people from your network.

Who is in My Network?

By default, **My Network Contacts** contains all the people that are members of your Connections network.

To add a person to My Network:

1. Go to the **Profiles** tab.
2. Click the **Select Profiles View** icon () and select [The Suggested Colleagues list](#), select a person from the list and click the **Invite to My Network** icon ()
- or -
[Find a person](#), and then click the **Invite to My Network** icon ()
3. Optionally, do any of the following:
 - a. Edit the invitation message.
 - b. Check **Also follow** to receive updates made by this person in the **Updates** tab.
4. Click **Send Invitation**.

If they accept your invitation, they are added to your network.

The Suggested Colleagues list

The **Suggested Colleagues** list includes Connections contacts you interact with frequently, whom are not in your network yet. The rating for the contacts is based on the frequency of your interactions with them.

Select **Invite to My Network** to add the person to your Colleagues list, or **Ignore** to remove the person from the Suggested Colleagues list.

A black asterisk in the **Profiles** tab indicates that there are new 5-star contacts in your **Suggested Colleagues** list.

To view your invitations:

To view a list of the people that invited you to their network:

1. Open the **Profiles** tab.
2. Click the **Select Profiles View** icon () and select **Invitations**.

To accept an invitation:

To view and accept pending invitations:

1. [View your invitations](#).
2. For each invitation you want to accept, click the **Accept Invitation** icon () in the business card.

To view your unconfirmed invitations:

To view a list of the people you invited to your network:

1. Open the **Profiles** tab.
2. Click the **Select Profiles View** icon () and select **Unconfirmed**.

To cancel an invitation you sent:

To cancel a sent invitation:

1. [View your unconfirmed invitations](#).
2. For each invitation you want to cancel, click the **My Network invitation sent**. Click to **cancel invitation** icon () in the business card.

To remove a person from My Network:

To remove a person from the colleagues list, locate this person in the **Profiles** tab > **My Network Contacts** view, and click the **Remove from My Network** icon ()

Following people

Follow a person to keep up-to-date with their latest [updates](#). You do not have to add people to your network in order to follow them.

To follow / stop following a person:

1. [Find the person](#) you want to follow / stop following.
2. In the business card, click the **Follow** icon () / the **Stop Following** icon ()

To view the updates made by people you follow:

Select the **Updates** tab. The updates of people you follow are shown, together with all other [update types](#).

Updating your status

Use the IBM Connections Plug-in for Microsoft Outlook to update your colleagues with what you are working on.

To post a status update:

1. Click the **Update your status** icon () in the **Updates** tab.
2. Type your message in the text box.
3. Type @ followed by a name, to mention someone in your status update.
4. Type # followed by a label to label your status update.
5. Click **OK**.

Working with communities

Use the **Communities** tab of the IBM Connections Plug-in for Microsoft Outlook to view files and updates belong to Communities:

- [Find a community](#).
- [Join or follow a community](#).
- [View and comment on community content](#).

External communities are marked with the **External** icon ()

Finding communities

To find a community, use one or more of the following methods:

- Go to the **Communities** tab, and use the **Select Communities View** icon () to select the desired view:
 - **I'm a Member**
 - **I'm an Owner**
 - **I'm Following**
 - **I'm Invited**
- [Filter](#) the communities list.
- [Search](#) for a community in **My Communities**.

To filter the communities list:

Just type a community name or any other visible field, such as **Updated by** in the search box. The communities list instantly shows only communities that match the text which is highlighted.

To search for communities:

1. In the search field, type the community name that you want to search for.
2. Select the search scope using the search field drop-down menu to perform the search:
 - **Search for “<name>” in My Communities**
3. Alternatively, if the search field is *empty* select the **Search My Communities** scope from the drop-down menu.
4. Type the search term and click the **Search** icon () to start the search.

Click the **Close** icon () on the search bar to close the search results.

Joining or following communities

To join or leave a community:

Join a community to become a community member. You can only join public communities, and communities you are invited to join.

1. [Find](#) the community you want to join / leave.

2. Click the **More Actions** icon (▼) and select **Join Community / Leave Community**.

To accept / decline invitation to join a community:

1. Click the **Community** tab.
2. Click the **Select Communities View** icon () and select **I'm Invited**.
3. Click **Accept** to join the community / **Decline** not to join.

To follow or stop following a community:

Follow a community to receive [updates](#) from this community. You do not have to be a community member to follow it. Community updates are shown in the **Updates** tab.

1. [Find](#) the community you want to follow / stop following.
2. Click the **More Actions** icon (▼) and select **Follow / Stop Following**.

Viewing and commenting on community content

The IBM Connections Plug-in for Microsoft Outlook currently supports viewing community files and updates.

To view community files:

1. [Find the community](#).
2. Click the **Files** icon (). The community files are shown in the **Files** tab.

- or -

1. Open the **Files** tab.
2. Double click **My Communities** to view all the communities in which you are a member, or owner.
3. Double click the desired community.
4. Double click any of the following: **Files / Folders / Trash**.

To view community folders:

1. [Find the community](#).
2. Click the **Files** icon (.

3. Move one level up by double clicking the “..” sign.
4. Click **Folders**.

- or -

1. Open the **Files** tab.
2. Double click **My Communities** to view all the communities in which you are a member, or owner.
3. Double click the desired community.
4. Double click **Folders**.

To view community updates:

1. [Find the community](#).
2. Click the **Community Updates** icon ()

Updates in external communities are marked with the **External** icon ()

You can [comment on an update](#), [view update's details](#), or [filter the community updates](#) by type.

Click the **Show More** link at the bottom of the sidebar application to view more updates.

To share a message with a community:

1. [Find the community](#).
2. Click the **Community Updates** icon ()
3. Click the **Share a message with the community** icon () located at the toolbar.
4. Write your message and click **Post**.

Note: You must be a community member to post to the community.

To create a new folder in the community:

1. [View the community folders](#).
2. Optionally, double-click a sub-folder.
3. Click the **Create New Folder** icon ()
4. Type a folder name, and click **OK**.

Note: If the community is shared with external users, the new folder is externally shared, and vice versa.

To add a community file to a community folder:

1. [View the community file.](#)
2. Right-click the file and select **Add to Folder**. Select a community owned folder, and click **OK**.

Viewing updates

Use the Updates tab of the IBM Connections Plug-in for Microsoft Outlook to stay up-to-date with your colleagues.

Update types

The **Updates** tab lists recent activities that may interest you, including:

- I'm following
 - Updates made by people you follow.
 - Updates made by people in your network.
 - Updates on items that you follow, for example files, activities, and wiki pages.
 - Responses to your content, for example, liking your files.
 - Status updates from your network, and from people and communities you are following.
 - Updates from communities you follow and communities you are a member of.
- Status Updates
- My Notifications
- Mentions
- Action Required
- Saved
- Discover

For each update you can:

- Click a user name to open this user's [business card](#).
- Click a file name to launch your browser and navigate to the file's details web page in Connections.

- Click a community to launch your browser and navigate to the community's Overview web page in Connections.
- Click a blog, an activity, a bookmark, a blog, a forum, or a wiki, to open its web page.
- Click the **Add Comment** icon () to comment on an update.
- Click a label (marked in blue) to view all comments with this label in Connections.
- Click the **More Details** icon () to view all the comments to this update (by default, only the last two comments are shown), to view how many people liked this comment, and to **Like** the comment. Click the **Back** button () to return to the full comments list.
- The type of each comment is indicated by an icon: **Status Updates** (), **Activities** (), **Bookmarks** (), **Blogs** (), **Forums** (), **Files** (), **Wikis** (), **Communities** (). Note, however, that when viewing community updates, the standard icons (activities, bookmarks, blogs, forums, files, and wikis) display instead of the community icon.

How do I know that there are new updates to read?

- An asterisk (*) in the **Updates** tab indicates that there are new updates.

To filter the updates:

By default, you see all types of updates. To filter the **Updates** tab, click the **Customize filter to only show certain updates** icon (). The filter menu lets you select / unselect the types of updates you see.

The IBM Connections 4 or later update types are:

- **Status updates**
- **Activities**
- **Blogs**
- **Bookmarks**
- **Forums**
- **Files**
- **Wikis**
- **Communities**

To view more updates:

Click the **Show More** link at the bottom of the sidebar application to fetch more updates from the server.

To view all update comments:

By default, the plug-in shows the last two comments. To view all the comments to this update, click the **Comment Details** icon (➤).

To comment on an update:

To comment on an update:

1. Click the **Add Comment** icon (💬), and type your comment.
2. Type @ followed by a name, to mention someone in your comment.
3. Type # followed by a label to label your comment.
4. Click **Post**.

To view updates made by a certain person:

To view all the updates made by a certain person, [locate this person](#) in the sidebar application. The recent updates are shown at the bottom of the [full mode business card](#).

How often does the Updates tab update?

By default, the last selected view of the **Updates** tab refreshes every 60 minutes. To change the interval between retrieving the activities updates from the Connections server:

1. Select **Options** from the plug-in sidebar application menu, and select the **Advanced** tab.
2. Set the number of minutes under **Updates tab > Refresh the Updates tab every x minutes**. Minimum possible interval is 5 minutes.

To disable the updates:

1. Select **Options** from the plug-in sidebar application menu, and select the **Advanced** tab.
2. Unselect the **Refresh the Updates tab every x minutes** option.

Accessibility and keyboard shortcuts

The accessibility features in the IBM Connections Plug-in for Microsoft Outlook allow people with physical disabilities to interact easily with the product.

Accessibility features

The accessibility features include accelerators and keyboard shortcuts, support for screen-reader and voice-recognition software, and adherence to your system display settings.

The main accessibility features in the plug-in are:

- Using [accelerators](#) and [keyboard shortcuts](#) as an alternative to using the mouse to work with the product.

Accelerators, or underlined characters in the user interface, refer to an element that can be activated or receive focus. Accelerators are shown when the user presses the **Alt** key. For example, pressing **Alt+F** opens the application **File** menu.

Keyboard shortcuts refer to the activation of common product features. A comprehensive list of keyboard shortcuts for the plug-in is provided in the section below.

- Adherence to your Microsoft Windows [display settings](#), such as theme, colors, fonts, and high-contrast display. Any customization of your Windows desktop theme, color, and font settings are reflected in the plug-in.
- Users with limited vision can use [screen-reading software](#) to listen to what is displayed on the screen.

If your computer is equipped with a digital speech synthesizer and screen-reading software, events are read out loud as elements appear on screen, and the current focus changes.

Keyboard shortcuts

The plug-in uses standard [Microsoft Windows shortcuts](#) for navigation. In addition the product supports the following keyboard shortcuts for working with the sidebar application:

Shortcut	Description
Backspace	Navigates to the parent location
Esc	Closes the search bar and the search results
F5	Refreshes the file list

Shortcut	Description
Ctrl+F	Starts search mode.
Alt+Enter	Opens the file properties window
Alt+Left arrow	Navigates back in the navigation history
Alt+Right arrow	Navigates forward in the navigation history

Troubleshooting

Event logs

For advanced diagnostics of application errors, it is often helpful to inspect the event logs. The location of these logs depends on your operating system:

- **Microsoft Windows 7 and Microsoft Windows Vista:** `C:\Users\\AppData\Roaming\Mainsoft\Harmony`
- **Microsoft Windows XP:** `C:\Files and Settings\\Application Data\Mainsoft\Harmony`

Under this location you will find two log files:

- `Harmonie.log`: includes events from the IBM Connections Plug-in for Microsoft Outlook.
- `.metadata.log`: includes events from the Connections server.

Version

To find out which version of the IBM Connections Plug-in you are running, open the sidebar application menu and select the **About** option. An About box opens with the version number of the IBM Connections Plug-in for Microsoft Outlook.