

Facilitate a Group as an Owner

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This tool is available as part of the [Campus Learning](#) premium offering.

Tool Search: Groups

Groups are a communication tool for conducting one-way and two-way conversations between group members. Groups can be created for use by clubs, organizations, events, and interests.

Being a Group Owner gives you additional options for facilitating groups, including creating and moderating groups, and resolving flags.

Access to the Groups tool as an Owner is granted via the **Group Owner** tool right in Communication > Groups Management.

Create a New Group

1. Click **Create New Group** at the bottom of the Groups tool.
2. Enter a **Group Name**. The name must be unique across groups in the district.
3. Select a **School** to associate with the group. Choosing a school does not limit who can be in the group but it does affect the Group Administrator role. All Group Administrators can view any groups that have All Schools selected and any School to which they have calendar rights.
4. Designate **Group Owners**. You are listed by default. You can add other owners and remove yourself as owner if desired, although the group must have at least one.
5. Select a **Group Privacy** option:
 - *Private*: These groups can only be joined via the **Access Code** provided.
 - *Public*: Participants can search for these groups and request to join them, or join via Access Code. For public groups, mark *Enable Access Code* to add a code to the group.

You can use the generated **Access Code** or type a custom code if desired. Generate a new **Access Code** if needed. When a new code is generated and saved for an existing group, the old code will no longer allow users to join the group.

Create New Group

Group Name *

School *

Group Owner *

Group Privacy
 Private
 Public

Access Code *

Group Join Requests
 Approve Automatically
 Require Manual Approval

Group Member Permissions
 Create New Posts
 Reply to Existing Posts and Replies
 Edit Own Posts and Replies
 Delete Own Posts and Replies

6. Indicate how **Group Join Requests** should be handled:
 - *Approve Automatically* when someone requests to join the group, without an owner needing to review and approve the request.
 - *Require Manual Approval* by an owner when someone requests to join the group.
7. Set **Group Member Permissions** to determine how group members can participate in the group. Options are:
 - Create New Posts
 - Reply to Existing Posts and Replies
 - Edit Own Posts and Replies
 - Delete Own Posts and Replies
 - Upload Images/Attachments (only displays if CDR is enabled)

Even when editing and deleting posts are allowed, a record of group activity is available for group owners to view historical data via the **View History** report.

8. Click **Save** to finish creating the group.

When you save a new group, the group is automatically opened to the Posts tab, where you can create the first post for the group.

View the My Groups Screen

The first page of the Groups tool sorts the groups you belong to into three tabs:

Owned	Joined	Archived
<p>These are the groups where you are listed as a Group Owner on the settings tab. You have greater access to these groups, including managing members and settings.</p>	<p>Even with the Group Owner tool right, you may participate in groups where you are a regular member and not an owner. For groups in this list, your level of participation is governed by group settings the same as other members. See the Participate in Groups as a Member article for more information.</p>	<p>If any groups you own have been archived, they are listed on this tab.</p>

View a Group as an Owner

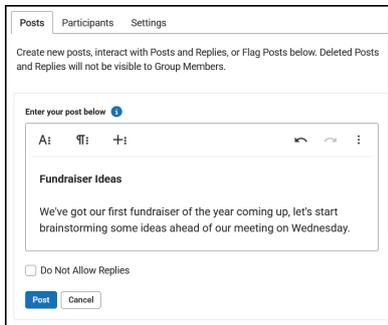
Groups where you are the owner show with three tabs:

[Posts](#) | [Participants](#) | [Settings](#)

Posts

The **Posts** tab collects all of the posts and replies for a group.

From here, you can create posts, respond to other participants, resolve flags, and view the history of the group.



Create a new post to start a conversation.

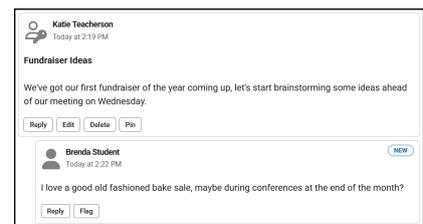
Create a Post

1. Click **New Post**.
2. Enter the text of your post in the editor that displays. Use the options along the top of the editor to expand WYSIWYG options for formatting the text, including adding images and links (if enabled for Groups in general and this group specifically).
3. To lock a post from receiving replies, mark **Do Not Allow Replies**. Replies for this post can be turned on and off at any time. This option only displays if replies are enabled for the Group.
4. Click **Post** when finished.

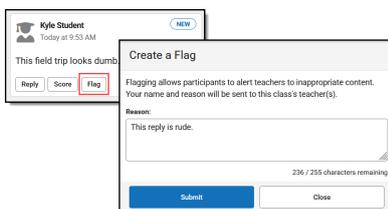
View Posts and Replies

If the group is set up to allow other participants to create posts and reply, you can see those communications in the Posts tab as well. Post display in chronological order with new posts at the top.

From this view, you can **Reply** to a post, **Edit** or **Delete** your own posts, or **Pin** a post so it always displays at the top of the Feed. Owners can always reply to a post regardless of Group settings. Deleted posts and replies are maintained in the database.



Replies display nested below the original post.



Flag inappropriate posts and enter a reason.

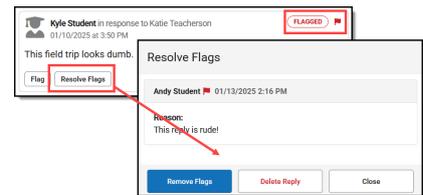
Flag a Post

Mark **Flag** to flag a post and enter a **Reason** if desired. Flagged posts display for Group Owners and Administrators to resolve by either deleting the post or removing the flag.

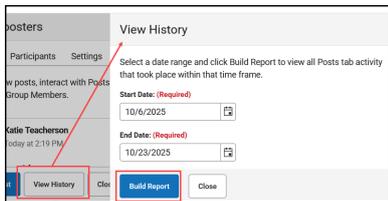
Resolve a Flag

Inappropriate posts can be flagged by participants. Flagged posts are indicated by a and a **Flagged** lozenge. You can filter the Posts tab to **Show Only Flagged** posts to make them easier to find and resolve.

To address the flag, click **Resolve Flags**. A side panel displays that shows who flagged the reply and the Reason it was flagged. From there, you can either **Remove Flags** to keep the reply or **Delete Reply** to remove it from the Feed. Deleted posts and replies are maintained in the database.



Resolve flags by removing the flag or deleting the post/reply.



Generate the history report to view post activity.

View History

Click **View History** at the bottom of the screen to generate a simple report of activity in the group in the entered date range.

The report generates in csv format and lists all the details of posts in the group in that timeframe, including edited and deleted posts and replies.

Participants

The Participants tab includes requests to join the group, the list of participants with options to filter that list, and participant management options.



Join requests are listed at the top of the screen.

Join Requests

If a group is set to **Require Manual Approval**, participants who request to join the group are listed in the **Join Requests** at the top of the participants screen. Click the checkmark to accept the request or the X to reject it.

Filter Participant List

Filter participants using the following options:

- Participant Name - search for a name to find a specific participant.
- Group Role - filter participants by Owners or Members of the group.
- Campus Role - filter participants by *Students*, *Staff*, and *Others* (not students or staff).
- Status - filter participants by those who are *Unmuted* or *Muted*. See below for more information.

Click **Apply Filters** to filter the participant list before or **Reset Filters** to restart. Collapse and expand the Filter section if desired using the +/- icon at the top right.

Filter the participant list by name, role, and status.

Manage participants using the buttons in the list.

Participant Management Options

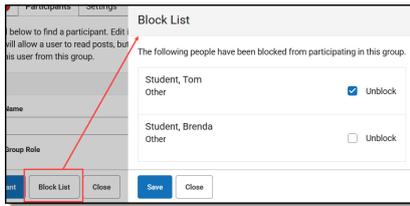
In the participant list includes the name and Group Role, and, if applicable, their Campus Role and ID number. The following options display for each participant:

- The mute icon indicates if the participant is **unmuted or muted**. If the mute icon displays with an X, the participant is muted and cannot post or reply in the group. If the mute icon does not have an X, the participant is not muted and can post/reply if group settings allow. Click the mute icon to mute or unmute the participant.
- Click the X to **remove and/or Block** the participant from the group. When you click this button, a popup displays giving you the option to remove the participant from the group or remove and block them. Removed participants can rejoin or be readded to the group. Blocked participants cannot.

Add Participant

From the Participant tab, click **Add Participant** to open a search panel where you can search for users to add to the group by First Name, Last Name, and Campus Role.

Search for users to add them as participants.



Open the Block List to review blocked participants and unblock them.

Block List

If participants have been blocked from the group, a **Block List** button displays at the bottom of the screen.

The Block List lists all participants who have been blocked.

Settings

The Settings tab matches the options available when you created the group:

- **Group Name:** Name displays for all members and must be unique.
- **School:** The School associated with the group. Choosing a school does not limit who can be in the group but it does affect the Group Administrator role. All Group Administrators can view any groups that have All Schools selected and any School to which they have calendar rights.
- **Group Owner:** Participants with an Owner role in the group. Groups must have at least one owner.
- **Group Privacy:** Whether the group is public or private.
 - *Private:* These groups can only be joined via the **Access Code** provided.
 - *Public:* Participants can search for these groups and request to join them, or join via Access Code. For public groups, mark *Enable Access Code* to add a code to the group.
 - You can use the generated **Access Code** or type a custom code if desired. Generate a new **Access Code** if needed. When a new code is generated and saved for an existing group, the old code will no longer allow users to join the group.

Use group settings to manage access and permissions for the group.

- **Group Join Requests:** Whether participants need approval to join the group.
 - *Approve Automatically* when someone requests to join the group, without an owner needing to review and approve the request.
 - *Require Manual Approval* by an owner when someone requests to join the group.
- **Group Member Permissions:** How members can participate in the group.
 - Create New Posts
 - Reply to Existing Posts and Replies
 - Edit Own Posts and Replies
 - Delete Own Posts and Replies
 - Upload Images/Attachments (only displays if CDR is enabled)

Even when editing and deleting posts are allowed, a record of group activity is available for group owners to view historical data via the **View History** report.

Archive a Group

Archive groups that are no longer in use to remove them from the groups list of participants. For group owners, archived groups display in the **Archived** tab on the main Groups screen. This tab only displays if you are the owner of an archived group.

Archived groups can be unarchived by clicking the group name in the Archived list, clicking the Settings tab, and clicking **Unarchive Group** at the bottom of the screen.

Leave an Owned Group

Groups must have at least one owner. To leave a group you own, assign a new **Group Owner** in the Settings tab and remove yourself from the Group Owner field. When you save that change, you can no longer interact with that group as an owner. You can also leave the group by clicking **Leave Group** from the Groups List, if there is at least one other Owner assigned.

Notifications

View notifications by clicking the bell icon at the top right of the screen. Group owners receive notifications in the following instances:

- A post or reply has been flagged.
- There is a pending join request.
- An additional Group Owner has been added.
- The group Access Code has been changed.
- The user has been removed as a Group Owner.