UL Connect Guide for Retirees

1. What is UL Connect?

UL Connect is an internal communications and information sharing platform. The company behind it, Workvivo, was founded in Cork in 2017 and was purchased by Zoom in 2023. A leader in the next generation of intranets for managing internal information sharing and communications it is used by organisations such as the Irish Defence Forces, Ryanair, AIB, Mercedes, Staffordshire University, RCSI and Bus Eireann.

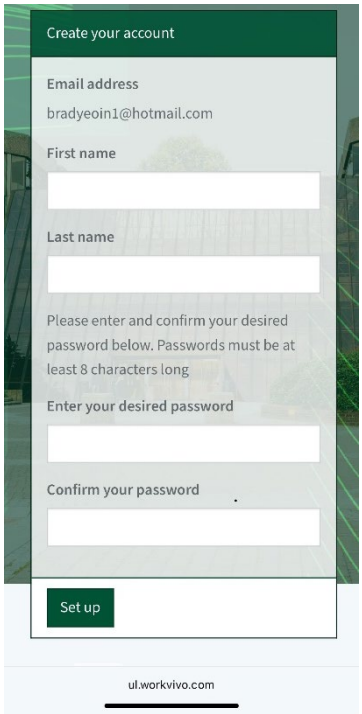
2. How does the Retiree Space work?

The Retiree Space is a home for University Limerick news, RIP notices, events and information of interest to retired members of staff. This information may be shared to the space by areas within the university e.g. Research Office, the Age Friendly University Committee, the Provost or President's Offices or UL Sport. In addition, as this is a **community** space, anyone who is a member can also share information with other members of the space.

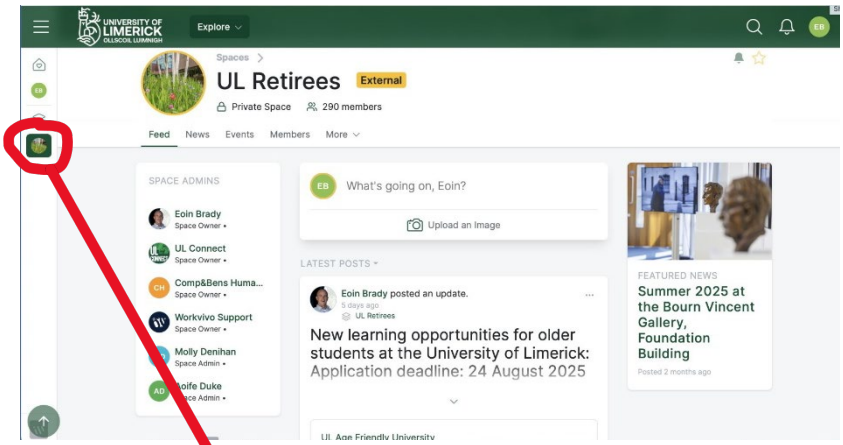
3. How do I access the Retiree Space on UL Connect?

If you have not done so already and wish to access UL Connect, please advise us of your preferred email address by completing and returning the Communications Consent Form. Doing so gives UL permission to contact you and allows us to set you up as a member of the UL Connect platform.

Once this form is sent to compandbens@ul.ie, an invitation to **Create your account** to join the Retiree Space will issue to the email address you have provided.

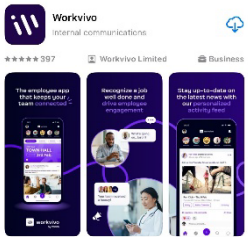


Fill in the details requested, click Set up and you will have immediate access to the Retiree Space. **Don't forget to keep a note of your password to access UL Connect.**



Click on the UL Retirees icon to display all of the features within the space. For ease of access to the platform, consider adding UL Connect to your bookmarks.

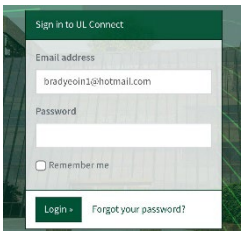
You can **Create your account** on a computer or via your mobile phone. If you decide to use your phone, download the Workvivo mobile app from your App Store (Apple devices), Google Play or Play Store (Android) after you have set up your account. Simply search for Workvivo and it should appear or just scan the relevant QR code on the right.



Mobile App

ios/ Apple

Android

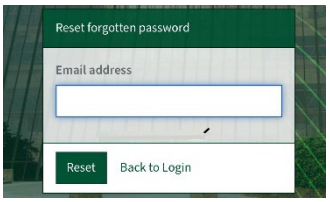


Once you have downloaded the App, enter your email address and password when prompted. Please note that the UL Campus Connect app is a different app. It's the Workvivo app you need to access.

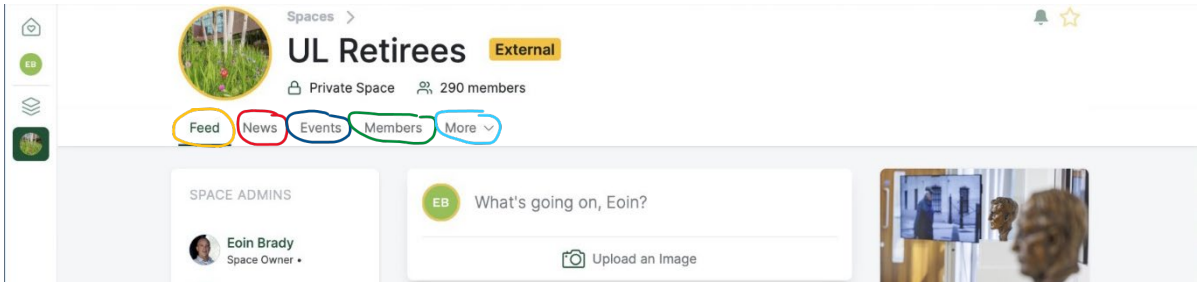
4. Troubleshooting

- **I keep getting an error message when I follow the invitation link to Create my account.**
  Phones and laptops/ desktops retain (cache) information about sites you have visited. Your device is directing you to an older version of the login location from when you may have last accessed or looked at UL Connect or if your device was originally a UL device. The solution is to either delete the history and cached sites on your phone or manually type in https://ul.workvivo.com/sign-in to set up your account.

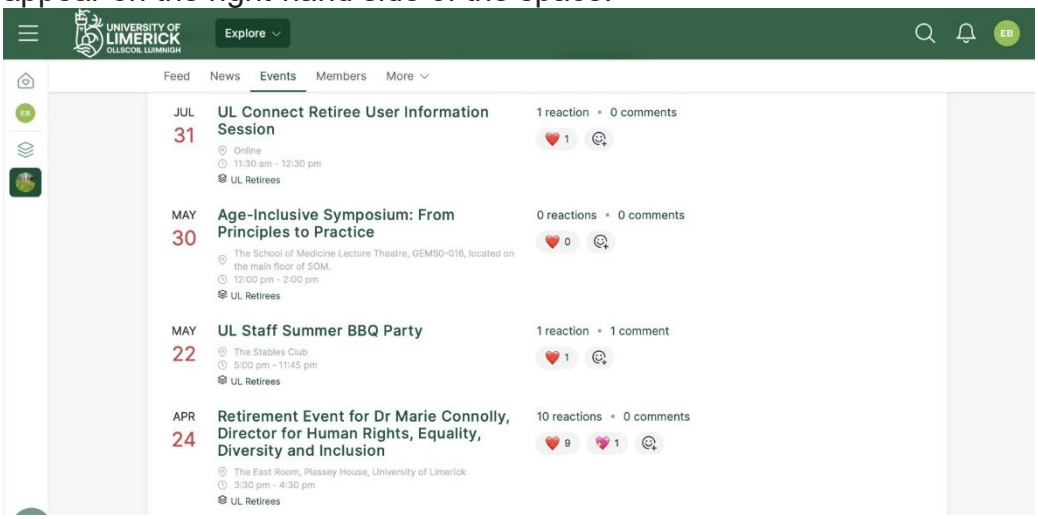
- **I cannot remember my password!**
  Follow the instructions to Reset Your Password via the login screen. If this does not work, email compandbens@ul.ie and we will arrange to delete your profile and issue a new invitation to join the Retiree Space.



5. What are the main features of UL Connect?

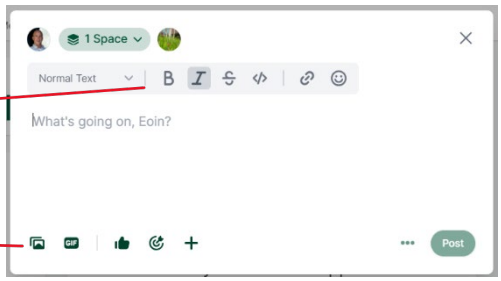


- **Feed:** anything that is posted to UL Retirees will appear in the centre of the platform. You can react or comment on what others share to the activity feed or **post your own information**.
- **News:** This is for longer form updates, usually with multiple images and or videos and links. News items can be highlighted on the right-hand side of the space.
- **Events:** A calendar of what is happening of interest to retirees. Events will always give a location, date, time, short summary of the event and, often, a button to book or email for further information. Up and coming events will also appear on the right-hand side of the space.



- **Members:** Lists everyone who is a member of the Retirees' Space. Click on their profile for more information.
- **More:** Link to UL Vacancies site and forms for News and Events.

6. How do I share information with others on the Retirees' Space?



- Type or paste your message in the "What's going on…" box at the top of your feed
- Use the buttons on top to add any formatting – bold, italics or headings.
- Add an image, file or video if required using the bottom buttons
- Click Post to share it with everyone
- Select your audience…and click post.



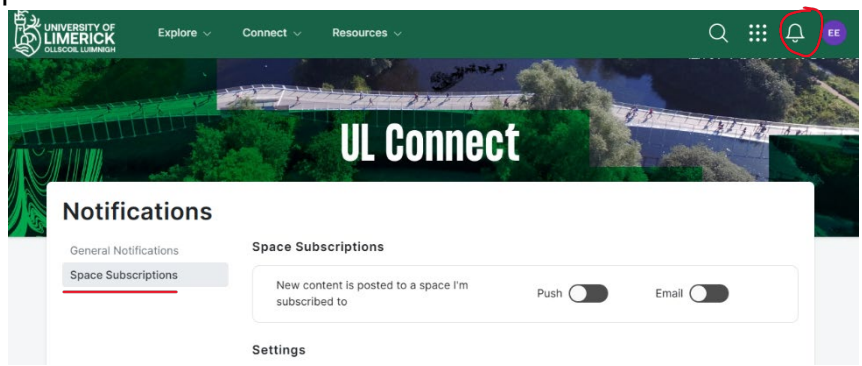
- Editing a post
  - Click on the three dots on the top right-hand side of your post. This will give you the option to edit or delete your post.

- News & Events
  - If you want to share a longer form News item or an upcoming Event, please complete and submit the relevant form available under **Documents** in the top menu.

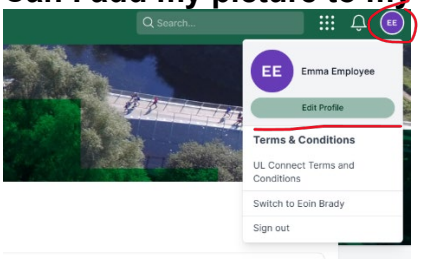
7. **Why am I getting emails from ULConnectNoReply@ul.ie?**

You can control the notifications to your email account and push notifications if you are using the mobile app.

- Click on the bell on the top right-hand side next to your profile and select **Notifications.**
- Select Space subscriptions and disable Push and / or Email notifications.



8. **Can I add my picture to my profile?**



Yes, click on your profile icon on the top right-hand corner and select edit profile. If you want to add a pic, get the teenager in your life to take one on your phone focusing on your head and shoulders that will work in a square format!

9. **Who do I contact if I have a question about UL Connect?**
   Please email any queries you might have to compandbens@ul.ie

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