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**1. What is UL Connect?**

UL Connect is an internal communications and information sharing platform for University staff to share and learn about campus news, events and post their own department, division or other relevant updates. Powered by Workvivo, an Irish company, it is an open, easy to use and effective way for UL staff to reach out and keep in touch with the campus community.

**2. How do I access UL Connect?**

Linked to your single-sign-on (SSO – username and password when you login first thing each day, giving you access to UL systems), UL Connect will generally be the default home page for the majority of users on Edge and Google Chrome internet browsers, where technically possible. Please note that UL Connect may not be the default homepage on Google Chrome for remote users, until a connection is established on-site in the University.

If your browser is not automatically defaulting to platform you can access it by following this clink [launch UL Connect](https://ul.workvivo.com/). Don’t forget to add it to your bookmarks.

UL Connect Android QR code
You can also download the UL Connect mobile app from your App Store (Apple devices), Google Play or Play Store (Android). Simply search for Workvivo and it should appear or just scan the relevant QR code on the right. Once you have downloaded the APP, enter your UL email address and email password when prompted and follow the onscreen instructions. Please note that the UL Campus Connect app is a different app.

**ios/ Apple Android**

**3. What do I do if I cannot access UL Connect?**

If you are a staff member and cannot access UL Connect after following all the steps outlined in (2), please email [ULConnect@ul.ie](mailto:ULConnect@ul.ie).

**4. Who do I contact if any of my details on UL Connect are incorrect?**

Due to systemic legacy issues in the source systems for the staff details being uploaded to UL Connect, there are some errors in staff locations, reporting lines and the aesthetics of the presentation. UL Connect is just one of the recent initiatives that has made these issues manifest and a project is underway at the University to address them but there is no quick fix.

If you spot an error in your location, department listing on UL Connect, or in your position on the integrated Organisation Chart, download and complete the [**UL Connect Staff Details Update Form**](https://www.ul.ie/marcomms/sites/default/files/UL%20Connect%20Staff%20Details%20Update%20Form%20V3.docx)and email to: [Core.HR@ul.ie](mailto:Core.HR@ul.ie). It may take 21 days for your details to be updated.

**5. What are the main features of UL Connect?**

On UL Connect you can

* post updates
* create **Events** and **News**
* maintain a personal profile and upload your picture
* join and manage groups (called **Spaces**)
* use the app launcher to access commonly used UL apps (Core HR, Agresso, SharePoint, o365 and more). You may need to be logged into Forticlient to access some of these systems if you are working remotely.

The platform is safe and easy to use, and a great way to keep connected with colleagues in your department or across the organisation.

Unlike email, it is easy to use images and video to accompany your text. You can **edit** a post after it has been created, just select the “…” control and choose “Edit Post”. You must ensure that you have permission to use any third-party content, particularly if it is a picture of a person. You can access generic royalty free images and videos at [https://www.pexels.com/](https://www.pexels.com/?onboarding=skipped) and <https://pixabay.com/>

**6. What happens to the email distribution lists in Outlook?**

UL Connect is a **one-to-many** communication and information platform for staff and will replace the majority of the existing distribution lists on Outlook which will be suspended.

Access to send All Staff emails is now restricted to emails from members of the Executive Committee, including the Offices of the President and Provost.

1. Business or campus critical emails from ITD, B&E, H&S.
2. Key HR emails to staff from the Director of Human Resources.
3. UL Connect account for weekly campus updates email to staff for a transition period, directing to the platform for more information.

If you need to be added to the PermissionstoSendtoAllStaff access list, please email [ULConnect@ul.ie](mailto:ULConnect@ul.ie) outlining your requirements. Once it is agreed that you have a business essential need, the Internal Communications Manager will log a call with the Service Desk to have you added to PermissionstoSendtoAllStaff list.

**7. What are the email distribution being replaced with?**

Our distribution lists are being replaced with **Spaces. Membership of distribution lists is not migrated to UL Connect so you will need to re-join the equivalent Space.**

Spaces allow us to create areas within UL Connect for people to come together around a specific topic, theme or interest, where conversations and collaboration can happen outside of the global UL Connect platform. For those of you who are familiar with Facebook, Spaces are not a million miles away from Facebook groups.

Each space has its own activity feed, news articles, events and members and are managed by a space admin (or admins).

The activity of a space is only visible to people who have specifically joined a space. Spaces can be open to all UL staff or a space admin can control it so that only specific people can join.

**8. Can I control what appears in my UL Connect feed?**

Yes. You are automatically enrolled in the University Updates and Human Resources spaces and will receive updates posted to these areas. Membership of all other spaces is optional and you can join and leave as you please.

**9. Why am I still getting emails UL Connect / Workvivo?**

For the first few weeks, push notifications to your email account will be turned on so when something is posted on UL Connect that appears in your feed, you will receive a notification email. You can customise your **Notifications** by going clicking on the round profile button on the top right-hand side of UL Connect.

Notifications will be turned off for everyone after a few weeks but you can switch them on again for your own feed if you wish.

**10 Can I customise my profile appearance?**

Yes, you can upload your photograph by clicking on the round profile button on the top right-hand side of UL Connect and following the instructions in the **Edit My Profile** tab.

**11. What kind of Spaces are there on UL Connect?**

We have a number of different kinds of space:

1. **Corporate space:**  Where all staff are automatically enrolled and will receive updates. These are the University Updates and Human Resources spaces.
2. **Purely social space:** Spaces like Opinions, For Sale or Wanted and Events are an effective way to connect colleagues with a common interest who may otherwise not be connected. These spaces are usually open to all to join.
3. **Private Support Groups:** For support groups that operate on campus discreetly. For example there might be a support group for parents of children with special needs that would love a safe, supportive but private and discreet space to meet, share info and connect - the only public element would be the moderators putting the call out to staff in general. We can facilitate such a group through UL Connect.
4. **Personal Interest, Professional Value:** Spaces where people may not have a role obligation to be involved but whose support and involvement will undoubtedly bring value to the specific campaign or initiatives.  For example, Sustainable UL is such a space, keeping its members informed on the work of the campaign and, also, how they can integrate good practice into their everyday work and lives. The members of such spaces may become ambassadors or champions for those campaigns and projects.
5. **Private Professional Spaces:** We can also create private professional social spaces where units and groups can share news, shout outs and affirmation. You may want to create a group where people doing the same job in different areas of the university can come together to share their experiences and thoughts. However, if you are looking for a place to share work files and work assets, MS Teams or SharePoint would be a better option

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To get a space set up, go to Spaces via the top menu and use the Request a Space button on the left-hand side

Spaces should be vibrant and active. If spaces are not being used actively, we may need to close them down. If you do not have the time to run the space and encourage engagement you may want to consider passing administration to a colleague or retiring the space altogether.

**13. How do I post to a space?**

* Graphical user interface, application, Word

  Description automatically generatedType or paste your message in the “What’s going on…” box at the top of your feed
* Add images or other formatting using the right hand buttons.
* Add a file if required using the bottom left hand button
* Select your audience…and post.

Graphical user interface

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This depends on who you share them with. For example, if you have something to buy or sell, you should only share it to that Space where colleagues have opted to view your post.

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On Corporate Spaces, only those with designated access

will be able to post. These updates go to all staff and can be tracked by entering the relevant space.

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Those with designated access can also post to Everyone, but this should only be done if you are sure that your communication is of interest to the whole campus community.

**15. Who should I contact if I need access to post to Everyone?**

Email [ULConnect@ul.ie](mailto:ULConnect@ul.ie) outlining your requirements and this can be easily enabled as necessary.

**16. How do I become a delegate user for a generic account?**

If you need delegate access to post on behalf of an account such as HR Notices or Healthy UL, please email ULConnect@ul.ie

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Click your round Profile button on the top right hand side of the screen and select Switch Account. **Note** that best practise is only to use this account when you are posting communications in the name of the user (HR Notice / B&E / Healthy UL etc) for whom you are a nominated delegate. Once you have posted, switch back to your own account.

**17. What is Pinning?**

If you your post is particularly important and needs to remain visible in everyone’s feed with whom it has been shared, you can pin it to the top. Use this function sparingly. If everything is important than nothing is.