

Microsoft Viva Engage User Guide

This guide covers where to post in Viva Engage, different post types, scheduling a post, adding topics and closing a conversation.

Where to Post in Viva Engage

When you post in Viva Engage, you can either do it on your **storyline** or in a **community**.

Posts on your storyline can be seen by any staff or students at the University in their Viva Engage feed. If you have followers, they will see your posts preferentially, or they may have chosen to get a notification whenever you share a post.

Posts in a community will mainly be shown to people in that community. However, unless a community is set as private, anyone in the organisation may see its posts.

Some communities are restricted so only admins can post.

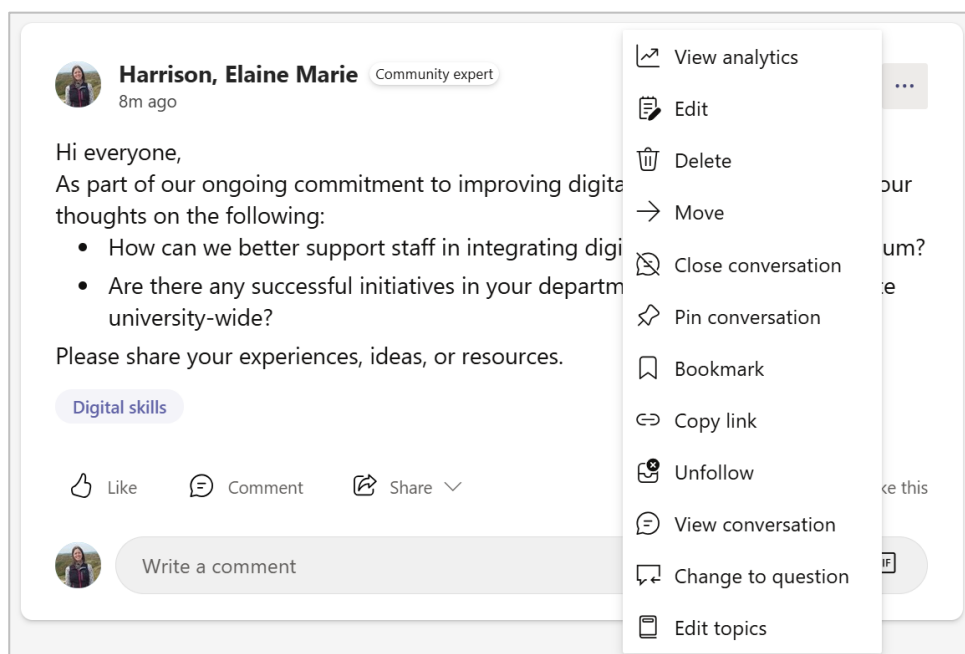
Understanding Post Types and When to Use Them

Viva Engage offers several post types to suit different communication needs:

Discussion

Best for: General updates, sharing ideas, or starting conversations.

Features: Supports text, attachments, images, and video.



Question

Best for: Seeking input or expertise from colleagues.



Questions can be marked with a Best Answer and upvoted by community members for visibility.

Members with a 'Community expert' role can mark an answer as Verified.

The screenshot shows a Microsoft Teams interface. At the top, a user named 'Harrison, Elaine Marie' (Community expert) has posted a question 51m ago: 'How do I convert a PowerPoint to an accessible PDF?'. The question is categorized under 'Digital skills'. Below the question, there are buttons for 'Like', 'Answer', and 'Share'. A response from the same user, posted 10m ago, is shown below. The response is titled 'Follow the instructions on this page: Make your PowerPoint presentations accessible' and includes a link to 'Microsoft Support'. A dropdown menu is open over the response, showing two options: 'Verified answer' (Response validated by a community expert) and 'Best answer' (Helpful and insightful response). The response also includes a link to 'Create accessible PDFs - Microsoft Support'.

Praise



Best for: Recognising and appreciating colleagues publicly.

The screenshot shows the 'Praise' feature in Microsoft Teams. It has a 'Collapse' button in the top right corner. The main area is a text box with the prompt 'Who do you want to praise?' and 'Share what they've done.' Below the text box is a button labeled 'Add people'. At the bottom, there is a rich text editor with various formatting options (bold, italic, link, list, indent, link icon, emoji, GIF, etc.) and a 'Praise' button with a dropdown arrow.

Poll



Best for: Gathering quick feedback or opinions from a group.



Poll participation is private, so no one can see how individuals have voted. Overall results are visible to all participants.

Collapse

POLL

Which area of digital skills should we prioritise for staff development in the next semester?

- ☐ Communication and collaboration
- ☐ Digital wellbeing
- ☐ Data analysis and visualisation
- ☐ Answer 4

Add people

Digital skills X Add topics

B *I* ...

Ask

Announcement

Community admins, organisational leaders and their delegates can turn any of the above post types into an announcement by clicking the announcement button while drafting a post.

Viva Engage shows a message telling you how many people will be notified, and how they will be notified.

Best for: Important updates from leaders or community admins.

Types:

- [Storyline Announcements](#) (leaders and delegates)
- Community Announcements (community admins only)

B *I* ...

Post

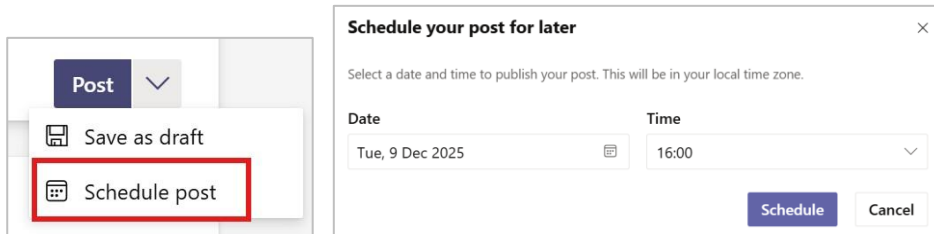
2 people will be notified immediately via Teams, mobile push, and Viva Engage inbox. Email notifications will be sent after 2 hours if announcement has not been read in other channels.

You also have the [option to send emails immediately](#).

Scheduling a Post

You can draft and schedule posts to publish at the right time:

1. Go to your Home feed or the community where you want to post.
2. Select the publisher window and choose your post type.
3. After writing your content, click the **down arrow** next to Post (or 'Ask' for a question) and select **Schedule post**.
4. Choose a date and time (up to 15 days in advance) and click Schedule.



To access your scheduled posts after creating them, click the **Drafts** button in the publisher window. You can edit the post, reschedule it or post now.



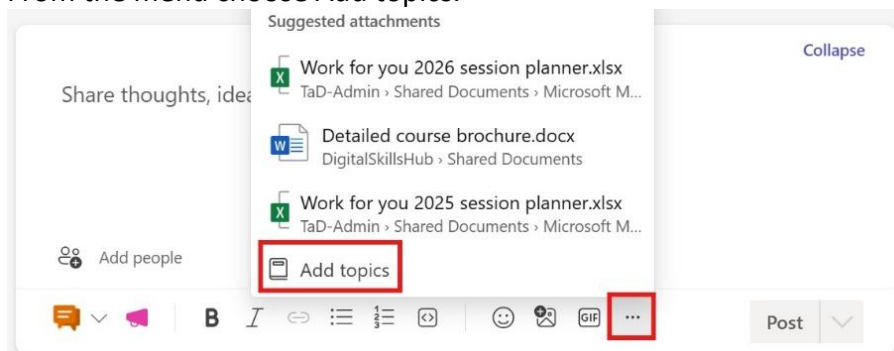
Use scheduling for announcements or time-sensitive updates to ensure maximum engagement.

Adding topics

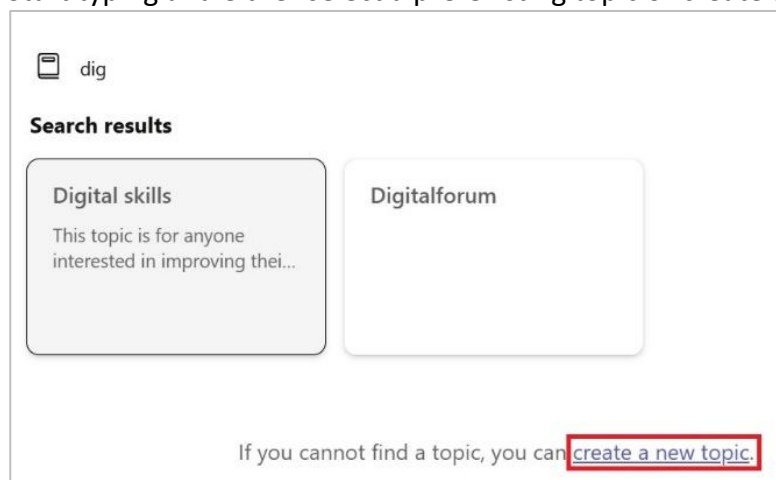
Users can add topics to posts to make it easier for people to find content that is of interest to them. Users can follow topics and subscribe to get notifications related to the topic.

To add a topic to a new post:

1. Open the publisher window and click the 3 dots.
2. From the menu choose Add topics.



3. Start typing and either select a pre-existing topic or create a new topic.



4. If you create a new topic, you will need to give it a name and short description.

You can also add topics to an existing post by clicking the 3 dots on the post and selecting **Add topics** or **Edit topics**.

Closing a conversation

If you want to stop any further comments on a post, you can close the conversation. To do this, click the 3 dots on the post at the top of the conversation thread and select **Close conversation**.

Microsoft recommends posting a final message before the conversation is closed. For example, thanking people for their contributions.

There are various other ways to [moderate content in Viva Engage](#), such as moving conversations or deleting specific messages.

Useful links

[Get started with Viva Engage - Microsoft Support](#)

[Write and schedule posts, articles, and announcements in Viva Engage - Microsoft Support](#)

[Use topics in Viva Engage - Microsoft Support](#)

[Monitor engagement in Viva Engage with analytics - Microsoft Support](#)