



Online Communities | Advanced

Course Description

This course will provide you with the advanced technical knowledge and engagement tactics necessary to successfully manage a Higher Logic Online Community site. You will learn about the **New Admin Experience: Online Communities** via hands-on exercises and access to a sandbox site to practice your technical skills. We'll also explore engagement strategies and advanced community management skills. And, you'll discover how to use Automation Rules, Security Groups, and the CMS to personalize your Online Community site for your users.

You'll Learn How To

- Navigate and use the New Admin Experience functionality
- Use the Content Management System (CMS) & Page Designer to create and design pages
- Manipulate Higher Logic Widgets (Feed, Poll, Slide Carousel)
- Discover and deploy engagement tactics to your community
- Build Automation Rules from scratch
- Design Automation Rules campaigns
- Apply advanced site security methods and edge case community configurations
- Personalize your Online Communities Site with Automation Rules, Security Groups, and the CMS

Higher Logic Products Covered

Online Community

Course Agenda & Topics

8-9 am | Breakfast & Registration

9 am | Training Starts | Morning Sessions:

Pre-Lesson: New Admin Experience: Navigation

Lesson 1: Using the Page Designer & Content Management System

- Create, Edit, Filter, Sort & Move Pages
- Understanding Page States
- Create & Maintain Page Layouts
- Supported Content Types
- Adding & Editing (HTML, Links, & Uploaded File) Content Types to Pages
- **Exercise:** Create a Welcome Page

Break 10:15-10:30 am

Lesson 2: Using & Configuring Widgets

- Widgets Overview
- Managing (Feed, Quick Poll, Slide Carousel) Widgets
- Adding & Manipulating Widgets to a Page
- **Exercises:** One Widget—Four Ways, Quick Poll Widget, Using the Slide Carousel Widget

12-1 pm | Lunch

1 pm | Training Resumes | Afternoon Sessions:

Lesson 3: Engagement Tactics

- Best Practice | Engagement Tactics
- How to Increase Engagement on your Site
- **Exercises:** Planning & Implementing Engagement Tactics



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Course Agenda & Topics [Continued]

Lesson 4: Advanced Automation Rules

- Automation Rules Functionality Overview
- Creative Use Cases for Automation Rules
- Building & Configuring Automation Rules from Scratch
- Building Automation Rules Campaigns
- **Exercises:** Build the “**First Post, No Photo**” Automation Rule, Design an Automation Rule Campaign

Break 2:15-2:30 pm

Lesson 5: Personalization & Advanced Site Security

- Understanding the “IsMember” Permissions & Security Groups
- Edge Case Community Configurations
- Advanced Site Security using CMS, Security Groups, & Automation Rules
- **Capstone Exercise:** Personalizing the Homepage: Using CMS, Site Security & Automation Rules

4 pm | Training Concludes

4-5 pm | Instructor Office Hours [Optional]