



Using Templates to Build Communities

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CONTENTS

PLAN AHEAD: DELIVER CUSTOMER SERVICE VIA COMMUNITIES	1
WHICH COMMUNITY TEMPLATE SHOULD I USE?	3
COMMUNITY TEMPLATES FOR SELF-SERVICE LIMITATIONS	5
CREATING COMMUNITIES WITH TEMPLATES	6
Prerequisites to Using Community Templates for Self-Service	6
Switch On Salesforce Communities	7
Create Your Community Using a Preconfigured Template	8
Enable the Global Header for Communities	9
Access the Community Management Page	10
Organize Self-Service Communities with Topics	11
Customize Communities Preferences	16
Use Profiles to Manage Community Membership	17
Configure the Guest User Profile for Unauthenticated Users	17
Import Image Files to the Assets Folder for Koa and Kokua	18
OTHER SALESFORCE FEATURES FOR YOUR COMMUNITY	21
Set Up Salesforce Knowledge	21
Create an Article Type	21
Enable Salesforce Knowledge in Your Community	21
Enable Formatting, Images, Links, and Videos in Articles	22
Create Data Categories to Organize Articles and Discussions	24
Indexing Knowledge Articles	25
Let Guest Users Create Cases	26
Enable Chatter Questions in Your Community	27
Set Up Question-to-Case in Your Community	28
Set Up the Community Case Feed	30
CUSTOMIZE TEMPLATES WITH COMMUNITY BUILDER	32
Community Builder Overview	32
Navigate Community Builder	33
Brand Your Community with Community Builder	34
Create New Community Pages with Community Builder	36
Edit Community Pages and Components in Community Builder	38
Delete a Community Page in Community Builder	40
Share More Salesforce Object Data in Your Community	41
Share a List of Records in Your Community	41

Contents

Display Record Details in Your Community	43
Manage Active Community Pages in Templates	44
Preview Your Community with Community Builder	45
Publish Your Customizations with Community Builder	46
Update Your Community's Template	46
Manage Your Community's General Settings	48
COMPONENTS FOR BUILDING YOUR COMMUNITY	50
Customize Your Community's Template Pages	50
Kokua Template's Pages	50
Koa Template's Pages	61
Napili Template's Pages	71
Login Template's Pages	84
Which Components Can I Use with Each Template?	89
Article List	92
Article Type Filter	93
Article View	93
Ask the Community	95
Back Button	96
Call to Action Section	97
Case Attachments	97
Case Chatter Publisher	98
Case Comments	99
Case Creation	100
Case Detail	102
Case Feed	103
Case Highlights	104
Case Publisher	105
Case Status Button	106
Category Filter	107
Category Navigation	108
Contact Support	109
Custom Lightning Components	110
Custom Rich Text Component	111
Expanded Category Navigation	113
Featured Data Categories	114
Featured Search	115
Feed Item Detail	117
Follow Button	118
Headline	119
Home Tabs	120
Knowledgeable People	121
Language Picker	122
My Cases	123

Contents

Navigation Bar	124
Navigation Menu	125
Profile Header	127
Recommendations	128
Record Headline	129
Record Home List View	130
Record Information	131
Related Record List	132
Related Topics	132
Reputation Leaderboard	133
Results List	134
Scroll To	135
Search	136
Search Publisher	137
Single Article View	139
Toggle Button	141
Topic Trending Articles	142
Trending Articles	143
Trending Topics	145
User Profile Body	146
User Profile Detail	147
User Profile Header	148
User Profile Header Detail	149
User Profile Knowledgeable About	150
User Profile Stats	151
User Profile Tabs	152
User Settings	154
Login Components	155

INDEX	167
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PLAN AHEAD: DELIVER CUSTOMER SERVICE VIA COMMUNITIES

Analyze the goals of your community along with the customization options that come with Communities before you get started.

It helps to make a few key decisions well in advance of setting up your community and customizing it.

- Determine the business requirements that the community must deliver to. What types of users are you creating the community for? You could start by identifying the main use cases you want to support, such as customer support, self-service, or just knowledge sharing. We've created templates that support several different types of self-service communities.
- Estimate the size of the community. This helps you to plan your licensing requirements.
- Do you want the content of your community to be publicly available to guest users without licenses? Do you want to give guest users the ability to create a case and interact with your customer support agents?

After you've decided on the focus and scope of your community, it's time to start building! This guide shows you how to use pre-configured templates and Community Builder to quickly build a community that increases brand loyalty, reduces support costs, and increases customer satisfaction. Templates allow for a quick roll-out of a self-service community, with easy customization using Community Builder. Best of all, the templates don't require programming experience or knowledge of the Force.com platform.

If you're looking for a more customized implementation or if your community isn't focused on the self-service model, you have additional options:

- Use Visualforce to customize the out-of-the-box community tabs and options: Communities comes with a few out-of-the-box branding and theming options. You can use these to set up tabs in your community that use your company's logo and theme. In addition, you can use Visualforce to extensively customize the appearance of the community and leverage all the capabilities of the Force.com platform. This option requires programming capabilities.
- Use Site.com Studio: Site.com provides a visual interface that lets you customize your community and even create custom pages without using templates. Note that access to Site.com functionality is now through Community Builder.

Still unsure which product to choose? Take a look at this table to learn more about each product's features.

Feature	Community Builder	Force.com Sites
Public pages		
Community templates (Koa, Kokua, Napili, Aloha)*		
Authenticated pages*		
Visualforce pages		
Out-of-the-box login, logout, self-registration, and error pages		
Drag-and-drop environment		
Reusable components		
Pixel-perfect designs		
IP restrictions		
Access to data, such as cases, leads, and opportunities		

Plan Ahead: Deliver Customer Service via Communities

Feature	Community Builder	Force.com Sites
Ready-made forms		
CMS		
Programmatic page creation (using Apex, APIs, and controllers)		
Web applications		
Analytics, reports, and workflows		
Full Force.com platform capability		

*Available in Community Builder for Communities users only.

Refer to the *Getting Started with Communities* guide for more information on different ways to create a community.

WHICH COMMUNITY TEMPLATE SHOULD I USE?

Community templates let you quickly and easily build a self-service community that gives customers the same visual and functional experience whether they use a tablet, a mobile device, or their desktop.

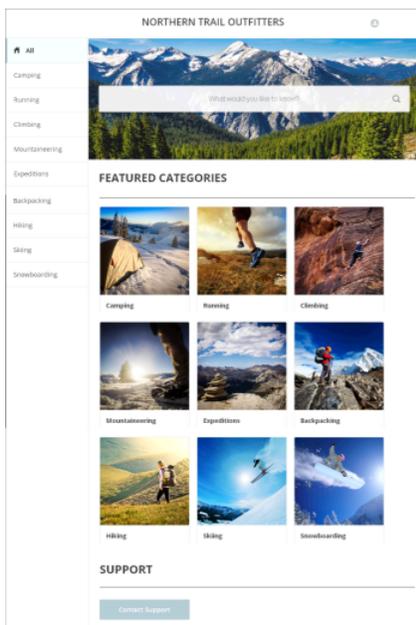
Your customers want an easy way to interact with your company whenever and wherever they are. A self-service community gives your customers an easy way access the information they need when they have questions. With communities built on the Koa and Kokua templates, customers can search for information using knowledge articles and contact support, if necessary. When they're in a community based on the Napili template, they can search for articles as well as ask questions and get crowd-sourced answers from the community. If they still can't find what they're looking for, they can contact support without having to log in. The self-service templates let you extend your community to various devices with a consistent user experience every time.

EDITIONS

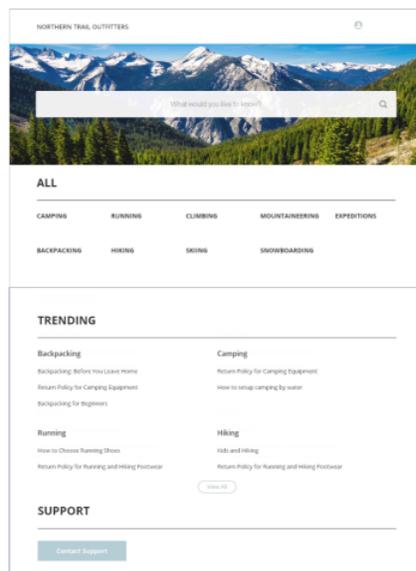
Available in: Salesforce Classic

Available in:

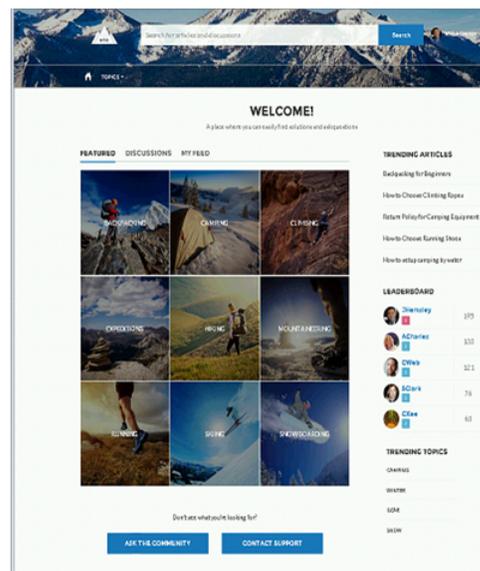
- Enterprise
- Performance
- Unlimited
- Developer



Kokua



Koa



Napili

A wizard guides you through selecting a template and then walks you through the initial setup for your data categories or topics—depending on which template you're using.

- Kokua is a visually rich self-service template that presents users with knowledge articles organized by data categories. Users can also submit cases to get help from agents.
- Koa is a text-based self-service template that's optimized for mobile devices. It lets users search for and view articles by text representations of data categories, and contact support if they can't find what they're looking for.
- Napili is a powerful support community template that lets your customers post questions to the community and search for and view articles. If they don't find what they're looking for, they can contact a support agent.

Community Builder makes it super easy to customize your community. Simply edit a few of the components to include information about your community, add a few images to extend your branding, and you're ready to go—without any coding! Additionally, if you

Which Community Template Should I Use?

want a more custom experience, you can create custom pages, add components to pages, use custom Lightning components, and expose additional Salesforce objects.

Communities are automatically displayed in a logged-in user's profile language, so you don't need to create and manage a separate community for each language. With Community Builder, you can extend the support for Guest users in communities so that if their language isn't supported, they can choose one from a language picker on each community page. And because all languages are maintained within the community, you don't need to create and manage a separate community for each language.

COMMUNITY TEMPLATES FOR SELF-SERVICE LIMITATIONS

The following limitations apply to Community Templates for Self-Service:

- Lookup fields aren't supported in any of the page layouts that are used in the templates.
- Article smart links (links from one article to another) aren't supported.
- In multilingual communities, the login page for the community appears in the default language for the community. To create login pages in other languages, use custom Visualforce pages.
- Only one category group can be active at a time with a maximum of five hierarchy levels in each group for templates that use data categories, like Koa and Kokua.
- Google reCAPTCHA only works when access to Google web traffic is allowed. Causes for these disruptions vary, and can include network outages or government-mandated blocks. If a large percentage of your community is blocked from Google web traffic, consider requiring users to log in to post to the community.
- Even if `Allow members to flag content` is enabled in your community, you won't see the **Flagged Files** node in Community Management.

Browser Limitations

- Mobile devices using the BlackBerry or Microsoft Windows operating systems aren't supported.
- Internet Explorer versions 7 and 8 aren't supported. We've created a page that automatically lets your users know that they need to either upgrade or use a newer browser.

You can also redirect to your own page that informs users that those browsers aren't supported. Create a file such as *ieRedirect.js* and include it in the header script section of the Site.com page. The file should contain the following code:

```
if (window.attachEvent && !window.addEventListener) {  
    window.location = '<your redirect page>';  
}
```

 **Note:** For the list of supported browsers, see the section on supported browsers in the Salesforce online help.

CREATING COMMUNITIES WITH TEMPLATES

Prerequisites to Using Community Templates for Self-Service

USER PERMISSIONS

To create, customize, or publish a community:	"Create and Manage Communities"
To enable Communities:	"Customize Application"
To create article types and article actions:	"Manage Salesforce Knowledge"
To create accounts:	"Create" on Accounts
To create or edit internal users:	"Manage Users"
To create or edit guest and other external users:	"Manage External Users"
To upload branding images and email templates:	"Create" on Documents
To create contacts:	"Create" on Contacts
To create data categories:	"Manage Data Categories"

EDITIONS

Available in: Salesforce Classic

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

Before you create your self-service community, you'll need to complete a few setup tasks.

This guide is designed to use with Salesforce Developer, Enterprise, Unlimited, or Performance Editions. Contact Salesforce to ensure that you have the correct user and feature licenses. You also need permission to set up and administer Cases, Communities, and Salesforce Knowledge. Refer to the *Getting Started with Communities* guide for more information on licenses and editions that support Communities.

Communities supports all internal and portal licenses including existing Customer Portal, Authenticated Website, and partner portal licenses. Communities doesn't support the Chatter External license.

 **Note:** As you're following this guide, if you can't access a feature, make sure that you've got the correct licenses and permissions to administer that feature.

If you're creating an entirely new community or you're adding self-service functionality to your existing community, follow these steps:

- [Enable Salesforce Communities](#) in your organization and create a community. For detailed instructions on setting up a community, see the *Getting Started with Communities* guide.
- [Set up Salesforce Knowledge](#) and [create and deploy the article types](#). If you're setting up the Napili template to use cases and discussions only, you can skip setting up Salesforce Knowledge.
- [Set up data categories](#) to organize and control access to your articles.
- [Upload the images](#) you'll use to represent data categories and to extend your company's branding if you're using a template based on data categories.
- If the template you're configuring uses topics to display articles and questions, [create topics and associate them with data categories](#).

- Create a case publisher action that creates cases for authenticated users. To learn about actions, see “Actions Overview” in the Salesforce online help.
- [Configure the guest user profile](#) to specify permissions and define access for your community.
- Create a case publisher action that creates cases for unauthenticated users, if you want to let guest users create cases.
- Create a case assignment rule so that cases created from your community are assigned to your support agents. For more information on case assignment rules, see the Salesforce Help.
- Optionally, to let guest users create a case without signing in, enable Web-to-Case along with a case publisher action for guest users.

Switch On Salesforce Communities

The first step in setting up your self-service community is to flip the switch to enable Salesforce Communities.

 **Note:** Once you enable Communities, you can't turn it off.

1. From Setup, enter *Communities Settings* in the **Quick Find** box, then select **Communities Settings**.
2. Select **Enable Communities**.
3. Next, enter a unique value to be used as your domain name and click **Check Availability** to make sure it's not already being used by someone else.

It's a good idea to use something recognizable to your users, such as your company name. Although the domain name is the same for all communities, you create a unique URL for each community during the creation process.

 **Note:** Keep in mind that you can't change the domain name after you save it. You'll have to call Salesforce to change it.

4. Click **Save**, and make sure you click **OK** on the confirmation message page to enable the community.

For more information on setting up communities, see [Getting Started with Salesforce Communities](#).

Create Your Community Using a Preconfigured Template

Create a community and select a template to apply to your community. Define your template and community properties in one place, then use Community Builder to finish designing and organizing your community.

1. From Setup, enter *All Communities* in the **Quick Find** box, then select **All Communities**, and then click **New Community**.

The Community Creation wizard appears with different template options for you to choose from.

2. Hover over a template to see more information about it.

Kokua

A visually rich, responsive self-service template that lets users search for and view articles or contact support if they can't find what they're looking for. Supports Knowledge and Cases.

Koa

A text-based, responsive self-service template that lets users search for and view articles or contact support if they can't find what they're looking for. Supports Knowledge and Cases.

Napili

A powerful, responsive self-service template that lets users post questions to the community, search for and view articles, and contact support agents by creating cases. Supports Knowledge, Cases, and Questions & Answers.

Aloha

A configurable App Launcher template that lets users quickly find applications and access them using single sign-on authentication.

Salesforce Tabs + Visualforce

Standard Salesforce structure and tabs that you can customize using Visualforce. Supports most standard objects, custom objects and Salesforce1. Keep in mind that the Salesforce Tabs + Visualforce template is based on the standard Salesforce tab structure and doesn't work with Community Builder.

3. Hover over the template you want to use, and then click **Choose**.
4. If you selected Koa or Kokua, specify the categories and Company Name for your template.

Category Group Name

This is the unique name of the data category group that contains the data categories for your site. The name reflects the hierarchy of categories that you've set up for your community and is used throughout the site to organize articles.

Top Level Category

This is the highest-level category that you want to display. Only the children of this category appear in the community. You can have several nested layers of categories above this category, but the page will show this category as the parent and show its subcategories as children.

Company Name

This is the name of your company as you want it to appear in the header.

5. Click **Next**.
6. Enter the name and optional URL for your community.

EDITIONS

Available in: Salesforce Classic

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To create, customize, or publish a community:

- "Create and Manage Communities"

To create article types and article actions:

- "Manage Salesforce Knowledge"

To create data categories:

- "Manage Data Categories"

Selecting this option automatically updates your community's settings with the URL for the custom pages you create in this step. You can override this login page with another login page in your community's settings. For detailed instructions on creating custom login, logout, and self-registration pages for your community, see [Getting Started with Communities](#).

7. Click Create Community.

The community is created in preview status.

8. On the confirmation page, click Go to Community Management to customize your community.

If you selected the Napili template, use Community Management to set the topics that appear in the navigation menu or that feature prominently on your home page.

Use Community Management to configure community settings such as your default login and registration pages, header and footer, and email templates.

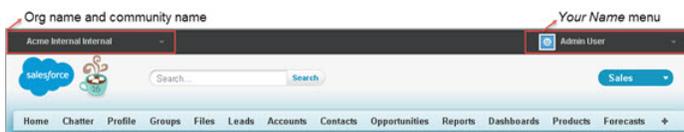
To try out a different template, go back to Community Management and change your template selection. But don't worry—you can always switch back to the first template you chose. To switch back, set the home page back to its original URL in Site Configuration in Site.com Studio.

Important: When you create a community, your profile is automatically added to the list of profiles that have access. As a result, all users in your organization with this profile can log in to the community once it's *Active*. If you don't want all users with your profile to have access, you can remove the profile and give yourself access through a different profile or permission set.

Enable the Global Header for Communities

When Communities is enabled, the global header allows you to easily switch between your communities and your internal organization.

Communities must be enabled in your organization to use the global header.



The *View Global Header* permission is disabled by default for all standard profiles. To view the global header, users must be assigned the "View Global Header" permission either by selecting it on standard profiles, creating custom profiles, or by creating a permission set. Create permission sets to easily assign this permission to specific people.

1. From Setup, enter *Permission Sets* in the Quick Find box, then select **Permission Sets**.
2. Click **New** and create a permission set that includes the System Permission *View Global Header*.
3. Assign the permission set to the appropriate users.

Users with this permission set see the global header at the top of all pages. They can use the menu on the left to switch between their internal organization and any communities they have access to.

The *Your Name* menu on the right side contains links to edit contact information and log out. For internal users, it also contains a link to Help & Training and may also contain links to Setup and other tools depending on user permissions and enabled features. If your organization is using Lightning Experience, users with the appropriate permission can switch between Salesforce Classic and the new interface using the Switcher. Look for the *Switch to Lightning Experience* link in the *Your Name* menu. Salesforce

EDITIONS

Available in: Salesforce Classic

- Available in:
- Enterprise
 - Performance
 - Unlimited
 - Developer

USER PERMISSIONS

To create permission sets:

- "Manage Profiles and Permission Sets"

To assign a permission set to a user:

- "Assign Permission Sets"

Communities isn't currently supported in Lightning Experience, so if a user switches over, they won't see the global header or communities. To access their communities, they'll have to switch back to Salesforce Classic.

When in a community, users with either the Manage Communities or the Create and Set Up Communities permission see a gear icon (⚙️) they can use to switch to Community Management. Within Community Management, they see an additional menu that they can use to preview the community or access the community settings via Community Builder, Site.com Studio, or Force.com.



Note: Within Community Management, users see the global header and the Community Management menu, even if they don't have the "View Global Header" permission. However, we recommend that you still assign the "View Global Header" permission to users who need to switch between your internal organization and communities.

Access the Community Management Page

Community administrators and managers use Community Management to monitor community activity, and set up other important management features.

To access the Community Management page, you must be logged in to the community.

1. From within the community, click ⚙️ in the global header.
Members of the community who have the "Create and Set Up Communities" permission can also access Community Management from the All Communities page in organization setup.
2. Choose the part of the community you want to manage:
 - Preview the community or access your community's settings in the Community Builder, Force.com, or Site.com Studio from the Community Management menu in the global header.
 - In **Insights**, you can view Insights reports and take action on activity in your community.
 - In **Dashboards**, you can view community dashboards and reports.
 - In **Moderation**, you can set up moderation rules and monitor flagged feed items.
 - In **Topics**, you can manage navigational and featured topics.
 - In **Recommendations**, you can set up custom recommendations to appear in your community.
 - In **Reputation**, you can set up reputation levels and points.
 - In **Administration**, you can customize your community properties, such as name, description, URL, status, and template. You can also update your community settings, such as members, tabs, branding, login and registration, and emails.

Important: The options available in Community Management are based on your community template selection, permissions, and preferences. For example, if your community does not use topics, you will not see the Topics node. Some of the options in the following list may not be applicable in your community. To display all nodes, go to **Administration > Preferences** and enable **Show all settings in Community Management**.

USER PERMISSIONS

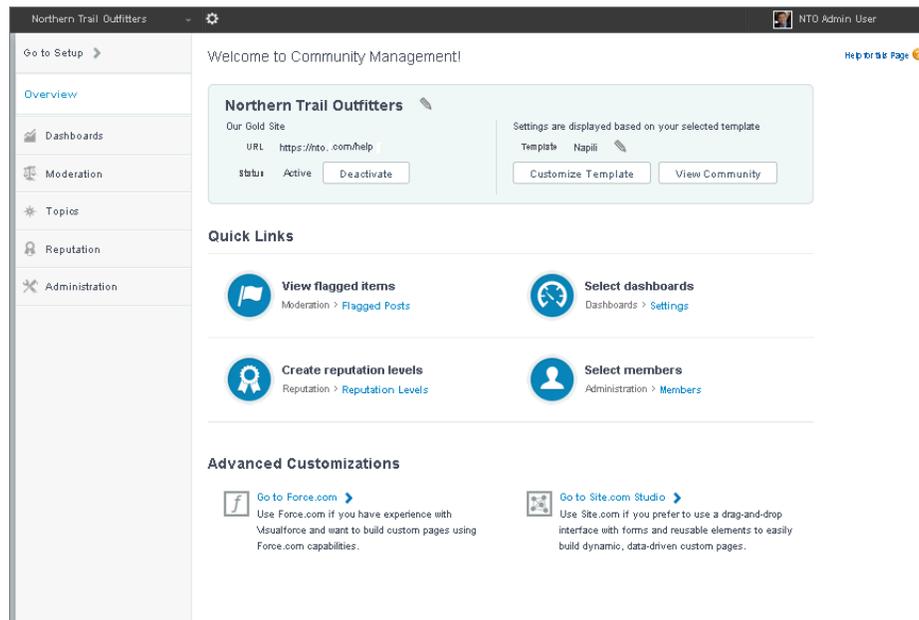
To access Community Management:

- "Manage Communities" OR "Create and Set Up Communities"
- AND is a member of the community whose Community Management page they're trying to access

To customize administration settings or use Community Builder:

- "Create and Set Up Communities"
- AND is a member of the community whose Community Management page they're trying to access

 **Example:** Community Management page with Napili template



Organize Self-Service Communities with Topics

Topics are available in all communities. But when you set up a self-service community with the Napili template, you can use the Community Management page to quickly guide members to key navigational and featured topics.

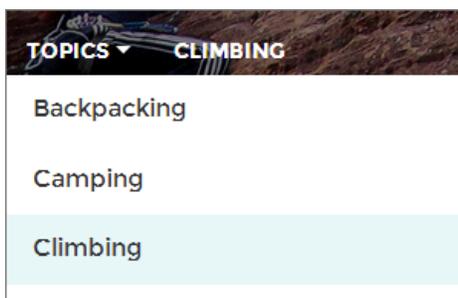
On the Community Management page, you choose navigational topics to provide a consistent map of your community, and featured topics to highlight current, popular conversations. In the community itself, member-created topics let users organize information for each other, creating a personalized experience that boosts community engagement.

In a self-service community, the Napili template specifies the layout and design of navigational, featured, and member-created topics. Below are visual examples of each type in an active community.

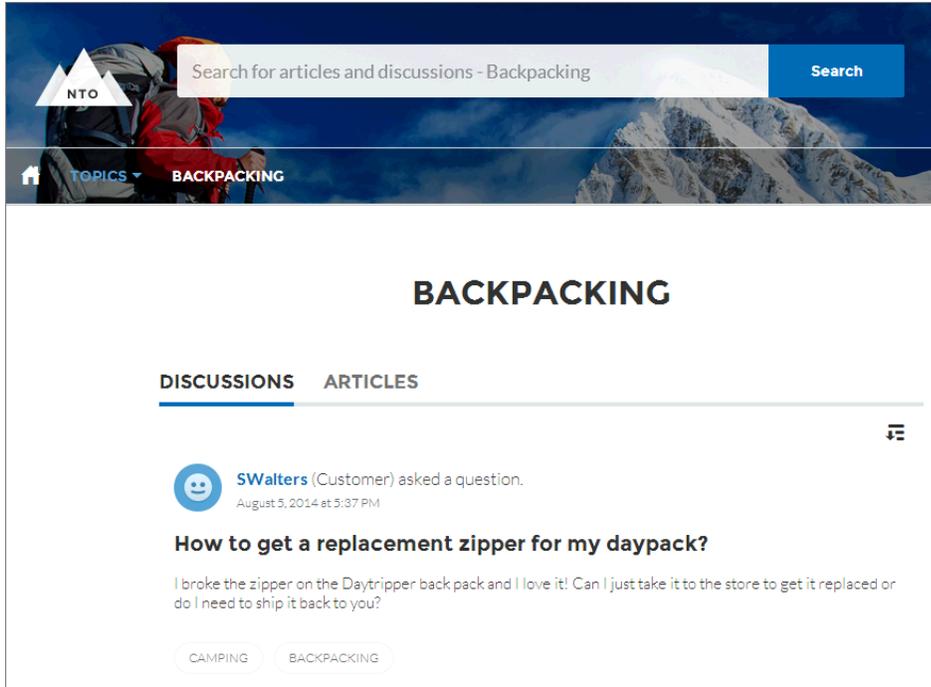
 **Tip:** To add navigational and featured topics to other types of communities, Apex developers can use the [ConnectApi.ManagedTopics class](#) in a Visualforce page.

Navigational topics

On every page of a self-service community, navigational topics are available from the Topics menu at upper left.

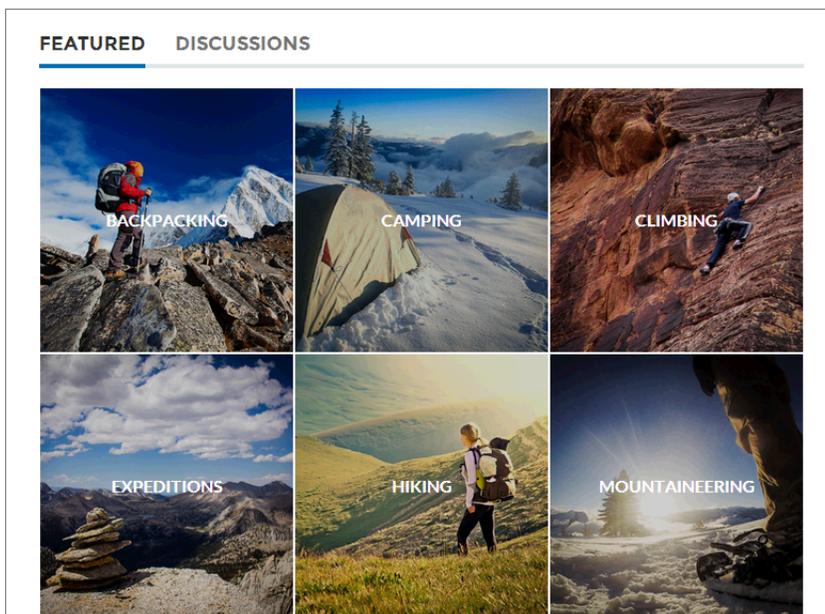


When visitors choose a navigational topic, the banner image you selected for it appears at the top of the page.



Featured topics

Featured topics are accessible from the body of your community home page. Thumbnail images you select for featured topics uniquely identify them. (These unique thumbnails appear only on the home page; at the top of all featured topic pages, the default banner image specified in Community Builder appears.)



Member-created topics

When posting questions, community members create topics by using hashtags in body text, or typing in the topic suggestions box below. (In Setup, the “Assign Topics” and “Create Topics” permissions must be enabled for community users.)

Post To **Backpacking** ▾ ✕

What's the best backpack for a solo expedition?

I'm doing a solo hike of the Pacific Crest Trail next July. Any recommended packs for a #PCT trek like this?

Topics help get your questions seen by the right people

Camping, Expeditions ASK

If any suggested topics are poor matches for the post, members can simply click to delete them.



Tip: Member-created topics can be accessed via search, or highlighted as featured topics on the Community Management page.

Set Up Navigational Topics

Navigational topics provide consistent entry points to key community areas that people often return to. If your organization uses data categories, community managers add current Salesforce Knowledge articles with those categories to each navigational topic page. (If data categories aren't enabled, administrators add articles to each topic using the Chatter REST API.)

1. From Setup, enter *Topics for Objects* in the **Quick Find** box, then select **Topics for Objects**, and enable topics for all the article types you want to include.

 **Note:** Enabling topics disables public tags on articles. Personal tags aren't affected.

2. From the community, click  in the global header.
3. Click **Topics > Navigational Topics**.
4. In the text box at right, enter a topic name, and click **Add**.
5. If your organization uses data categories, hover over the navigational topic name, and click . Select a Data Category Group, then select the categories you want to add to the topic, and click **Add Articles & Close Window**.

 **Important:** This process adds only current articles to a topic. To add new articles, return to Community Management and repeat the step above.

6. Hover over a topic name, and click . Then click **Upload banner image**, and select an image that appears across the top of the topic page.

(Banner images are scaled to 1400 x 180 pixels. To prevent distortion, create image files with those dimensions.)

7. Repeat steps 4-6 to create several navigational topics for your community, up to a maximum of 25. Then click **Save**.

 **Tip:** To quickly edit existing navigational topics, simply hover over a topic name, and do any of following:

- To move a topic up or down, click the arrows at left.
- To rename or remove a topic, change its banner image, or remove assigned articles, click .

EDITIONS

Available in: Salesforce Classic

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To access the Community Management page:

- "Manage Communities"

OR

"Create and Set Up Communities"

AND

Is a member of the community whose Community Management page they're trying to access.

To set up navigational topics:

- "Create Topics"

AND

"Edit Topics"

To add articles to topics:

- "View Data Categories"

AND

"Read" on related article types

Set Up Featured Topics

Featured topics highlight current, popular community conversations. Change them regularly to keep community members up-to-date and engaged.

1. From the community, click  in the global header.
2. Click **Topics > Featured Topics**.
3. From the pop-up menu at right, select a navigational or member-created topic you want to feature. Then click **Add**.

 **Tip:** Using the Chatter REST API, you can create unique featured topics, separate from navigational or member-created ones.

4. Hover over a topic name, and click . Then click **Upload thumbnail image**, and select an image that represents the featured topic on the community home page.

(Thumbnail images are scaled to 250 x 250 pixels. To prevent distortion, create image files with those dimensions.)

5. Repeat steps 3-4 to create several featured topics for your community, up to a maximum of 25. Then click **Save**.

To quickly edit existing featured topics, simply hover over a topic name, and do any of following:

- To move topics up or down, click the arrows at left.
- To rename or delete topics, or change their thumbnail images, click .

Manage Topics in Communities

USER PERMISSIONS

To access the Community Management page:	"Manage Communities" OR "Create and Set Up Communities"
To create topics:	"Create Topics"
To merge topics:	"Merge Topics"
To delete topics:	"Delete Topics"
To rename topics:	"Edit Topics"

As the number of topics in a community grows, curate them to improve usability. In Community Management, you can create, merge, rename, and delete topics in one convenient location.

EDITIONS

Available in: Salesforce Classic

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To access the Community Management page:

- "Manage Communities"

OR

"Create and Set Up Communities"

AND

Is a member of the community whose Community Management page they're trying to access.

To set up featured topics:

- "Edit Topics"

EDITIONS

Available in: Salesforce Classic

Available in:

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- Developer

1. From the community, click  in the global header.
2. At left, click **Topics > Topic Management**.
3. Do any of the following:
 - To create a topic (often with a plan to merge existing ones into it), click **New**.
 - To combine existing topics, click **Merge**.

Merging a topic automatically redirects existing hashtags in posts. If you merge a navigational or featured topic, the topic type, image, and any subtopic relationships are discarded.

- To rename or delete a topic, click .

If you don't see a topic you want to rename or delete, either search for it or click **Show More** below the topic list.



Tip: For international communities, you can translate names of navigational and featured topics. From Setup, search for and select *Translate*. Then select the *Managed Topic* setup component, and expand a community to see its master topic names.

Customize Communities Preferences

Enable or disable content flagging, reputation, public access, and knowledgeable people in your community.

To use these settings, first enable Chatter in your organization.

1. Access Community Management in either of the following ways.
 - From the community, click  in the global header.
 - From Setup, enter *All Communities* in the *Quick Find* box, then select **All Communities**. Then click **Manage** next to the community name.
2. Click **Administration > Preferences**.
3. Change the following settings, as appropriate:

General

- Display nicknames instead of full names in your community. Enabling nickname display in your community allows more privacy and protects member identities. This is especially helpful in a public community where unregistered visitors can access member profiles.
- Enable access to public content in your community so that guest users can access it without logging in. Allowing this access is a way to boost adoption and helps customers easily find information they need without having to login, register, or contact your company directly.
- Use custom Visualforce error pages, if you want authenticated users to see your custom branded Visualforce error pages.
- Show all settings available in Community Management that are hidden by default based on how you set up your community. Enabling this setting overrides the dynamic navigation provided in Community Management.

Community Management

- Allow members to flag posts, comments, or files for moderation within your community. Members may want to flag items that contain inappropriate language or sensitive information.
- Enable Reputation to allow community managers to set up a point system that rewards users who participate in the community. Administrators set up corresponding reputation levels that users see on their profile.
- Enable knowledgeable people so you can discover who's knowledgeable on topics and endorse people for their knowledge on a topic.

Use Profiles to Manage Community Membership

Profiles help manage community membership and access to information. You'll need to create a profile for both guest and authenticated users.

With profiles, you can grant or remove access for group of users simply by changing the access of the profile or permission set. Once you add a profile to the community, all users assigned to it become members of the community—so it makes adding members simple!

 **Note:** Existing communities that still use High Volume Customer Portal profiles can still use this profile to manage users.

1. From Setup, enter *Profiles* in the *Quick Find* box, then select **Profiles**.
2. In the Profiles list page, click **New Profile**, then select the Customer Community User profile.
3. Type *Self-Service Community User* as the new profile name.
4. Click **Edit**.
5. Accept the default values in the Administrative Permissions, General User Permissions, and Standard User Permissions sections.
6. In the General User Permissions section accept the default settings and select *Assign Topics* and *Create Topics*.
7. In the Standard Object Permissions section accept the default settings and select *Read*, *Create*, and *Edit* for Cases.
8. If you're enabling knowledge articles in your community, in the Article Type Permissions section, make sure that *Read* is selected for the article types you've created.
Customers should be able to read articles, but not make any changes to them.
9. Click **Save**.

Configure the Guest User Profile for Unauthenticated Users

A guest user profile is designed for public users who access your community. Before you publish your community, create a guest user profile so that your customers can view and interact with your community before they sign in.

When Communities is enabled, guest users have access to public pages in your communities. However, to allow guest users to view or submit data to a standard or custom object, modify the object's permission in the community's guest user profile. Each community has a separate Guest User license, so you can control access to objects on a per-community basis.

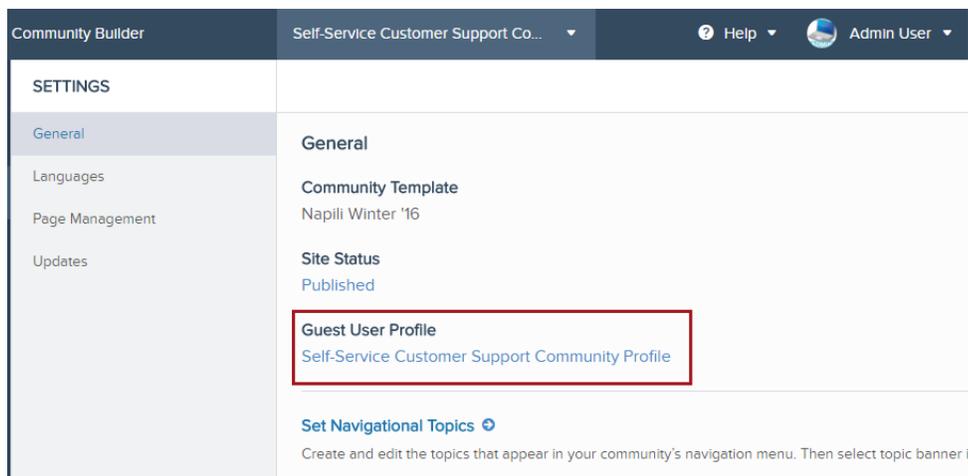
1. From Community Builder, click the Settings icon , and select *General*.
2. Click the link for the profile name under *Guest User Profile*.
3. Click **Edit**.
4. Scroll down to the Standard Object Permissions section.
5. On the Cases object, select *Read* and *Create*.

 **Note:** Are you using more than one case record type in your org? If so, don't use the Master Record Type as the Assigned Record Type or the Default Record Type on the guest user profile.

6. Scroll down to Article Type Permissions and select *Read* for the articles you'll display in your community.
7. Scroll down to Category Group Visibility Settings.
8. Click **Edit** next to the Category Group for your community.
9. Select a visibility setting.

Visibility Setting	Description
All Categories	Users can see all categories in the category group. This option is only available for the topmost role in the role hierarchy. When you create a category group, its visibility is defaulted to All Categories.
None	Users can't see any categories in the category group.
Custom	<p>Users can see your custom selection of categories. For roles, you can choose from the categories that are visible to the parent role. If the parent role's visibility changes to be less than its child's visibility, the child role's category visibility is reset to its parent's category visibility.</p> <p>To select categories, double-click the category in the Available Categories box. Alternatively, select a category and then click Add. Selecting a category implicitly includes its child and parent categories as well. Categories that are grayed out are not available for selection because their parent has already been selected.</p> <p> Note: If you are customizing a role, permission set, or profile that was set to All Categories, remove All from the Selected Categories box and then select specific categories.</p>

 **Example:** Sample Guest User Profile link in Community Builder



Import Image Files to the Assets Folder for Koa and Kokua

Adding images to your community extends your branding and gives your users a visual representation of your community's data categories.

Let's say that your community has an All Recipes data category group with categories for Desserts, Main Dishes, Salads, and so on. To add visual interest, you want to display images that represent each of the categories in the Featured Categories component. Before you begin setting up your community, you need to upload image files to the Assets folder on the Overview tab of Site.com Studio.

Each category can have one image associated with it, which appears in a square frame on the category page or a rectangular frame in the Search bar. Use the convention `<datacategoryname>-<size>.<filetype>` to name the image files, so that the system associates the correct image file with the data category of the same name. The file names for your images must match exactly the name

of each data category and must include a notation for square images (*s*) or wide images (*w*). So, for a data category with the name *Desserts*, the corresponding square image file should be named `Desserts-s.jpg`.

After you've uploaded your images to Site.com's Assets page, you can enter a relative URL and use the expression `{!Global.PathPrefix}/{!DataCategory.Name}.jpg` in a component's `Category Image URL` field. The expression maps directly to `<datacategoryname>-<size>` and displays images for the data categories in the order in which they are listed in the data category group. If you upload to sub-folders in the Assets page, you'll need to use the expression:

```
{!Global.PathPrefix}/<Name of the Subfolder>/{!!DataCategory.Name}.jpg
```

For example, if you upload images to a sub-folder on the Assets page, use the expression:

```
{!Global.PathPrefix}/assets/{!!DataCategory.Name}.jpg
```

To use images from another source, enter `http://<other source>/{!!DataCategory.Name}.jpg`.

Salesforce recommends .jpg format for image files and .png format for graphic art. To increase the speed at which pages load, use progressive JPEG compression whenever possible.

You can add images to the following components:

Featured Categories

This component displays a title and a square image for each category within a group of data categories. The recommended file size is up to 400 KB. The recommended frame size for this image file is 480 x 480 pixels.

When you create the images, be sure to name them according to the following convention:

```
<datacategoryname>-s.jpg
```

Featured Search

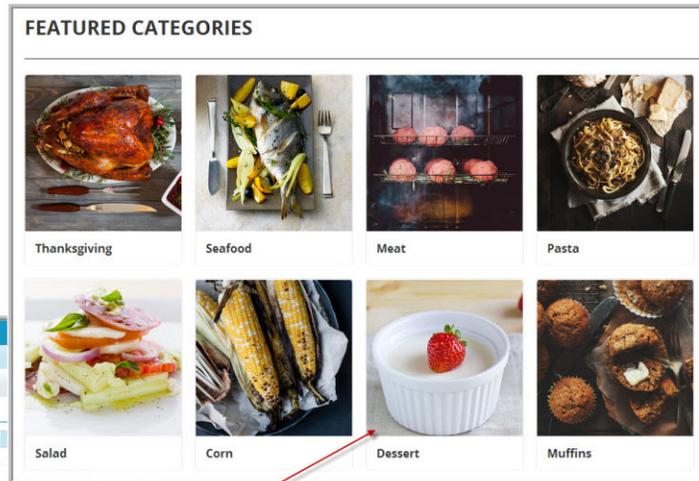
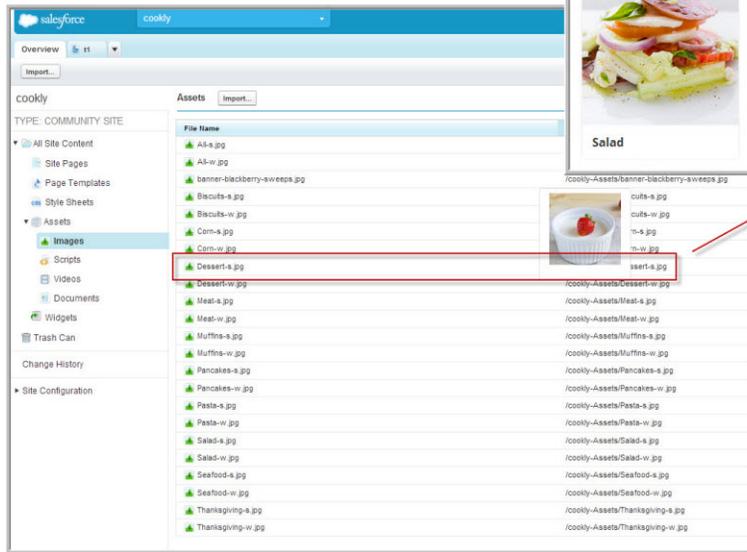
This component displays an image in the search bar for the selected data category. The recommended file size is up to 1 MB. The recommended frame size for this image is between 1280 – 2560 pixels wide by 175 pixels high. Images with an aspect ratio of 3:1 (wide and relatively short) will provide the best results.

When you create the images, be sure to name them according to the following convention:

```
<datacategoryname>-w.jpg
```



Note: The components that show the user's profile image don't require that you upload any images.



OTHER SALESFORCE FEATURES FOR YOUR COMMUNITY

Set Up Salesforce Knowledge

Before you can set up all the great features of Salesforce Knowledge, make sure that you're a Salesforce Knowledge user.

Salesforce Knowledge helps you get the right information to your customers and agents via articles that can be quickly reached from within your community. Whether through video, FAQs, or other formats, knowledge articles provide accurate information to customers when and where they need it.

1. From your personal settings, enter *Advanced User Details* in the *Quick Find* box, then select **Advanced User Details**. No results? Enter *Personal Information* in the *Quick Find* box, then select **Personal Information**.
2. Click **Edit**.
3. Select *Knowledge User*.
4. Click **Save**.

Create an Article Type

The first step when setting up Salesforce Knowledge is to create one or more article types. In fact, you can't enable Salesforce Knowledge until you've created at least one article type.

An article's type determines the type of content it contains, its appearance, and who has access to it. When your support agents create an article to provide a solution to an issue, they must choose the type of article that they're creating.

1. From Setup, enter *Knowledge Article Types* in the *Quick Find* box, then select **Knowledge Article Types**.
2. Click **New Article Type**.
3. Type a name for the label of the article type.
4. Type the plural name of the object. If you create a tab for this object, this name is used for the tab.
5. Select *Starts with a vowel sound*, if the article type you're creating starts with a consonant.
6. Type the API name for the article type.
7. Add a meaningful description to help you remember the differences between your article types when you're viewing them in a list.
8. Select the *Deployment Status* of **Deployed** to make sure that this article type is available to use right away.
9. Click **Save**.

Enable Salesforce Knowledge in Your Community

Now that we've set up the articles that our members and agents can use to solve issues and close cases, we'll turn on Salesforce Knowledge and configure it so that our service agents can create knowledge articles quickly and easily.

1. From Setup, enter *Knowledge Settings* in the *Quick Find* box, then select **Knowledge Settings**. Confirm that you understand the impact of enabling Salesforce Knowledge and click *Enable Salesforce Knowledge* and click **OK** in the dialog box.
2. Click **Edit** to select your general settings.

- a. Select `Allow users to create and edit articles from the Articles tab` to enable agents and internal users to edit articles without going to the Article Management tab.
 - b. Select `Activate Validation Status field` to add a Validation Status field to all articles.
This way, agents can attach approved articles to questions instead of ones that haven't gone through an approval process.
 - c. Select `Allow users to add external multimedia content to HTML in the standard editor` to allow `<iframe>` elements in the standard editor to embed multimedia content from Dailymotion, Vimeo, and YouTube.
3. Select `Internal App` and `Customer` to show article summaries to customers and internal community members in the article list view.
 4. Choose `English` as the **Default Knowledge Base Language**. This is the language your authors will use to write most of the articles. We recommend that your default knowledge base language and your organization's language be the same.

**Note:**

- Current multi-language users can still use Communities. The Salesforce Help provides more details on multi-language organizations.
 - To let guest users select a language when they visit your community, add the [Language Picker](#) component to any community page.
5. Select **Single Language**.
 6. Select `Allow users to create an article from a case` to let agents create a draft article that is attached to the case.
 7. Select the option to let agents use the standard editor when they create articles. This lets them add links, formatting, and videos to articles.
 8. Select a default article type.
 9. Optionally, select the options to use profiles to create PDFs on cases and for agents to share articles with public URLs.
 10. Select the option to `Allow agents to create an article from a reply`.
This lets agents turn a particularly helpful answer into an article.
 - a. Select the default article type.
 - b. Select an internal user to assign the article to so that it can be evaluated for accuracy.
 11. Click **Save**.
 12. Optionally, enable thumbs up/thumbs down voting on articles in your community so you can identify helpful articles and those that need improvement:
 - a. In the Page Editor in Community Builder, navigate to the Article Detail page.
 - b. Click the Article View (Koa and Kokua) or Single Article View (Napili) component to display its properties.
 - c. In the Property Editor, select **Enable Article Voting** and customize the vote prompt and confirmation text if desired.
 - d. Publish your changes.

For more information on setting up Salesforce Knowledge, see the *Salesforce Knowledge Implementation Guide* or search the Salesforce Help.

Enable Formatting, Images, Links, and Videos in Articles

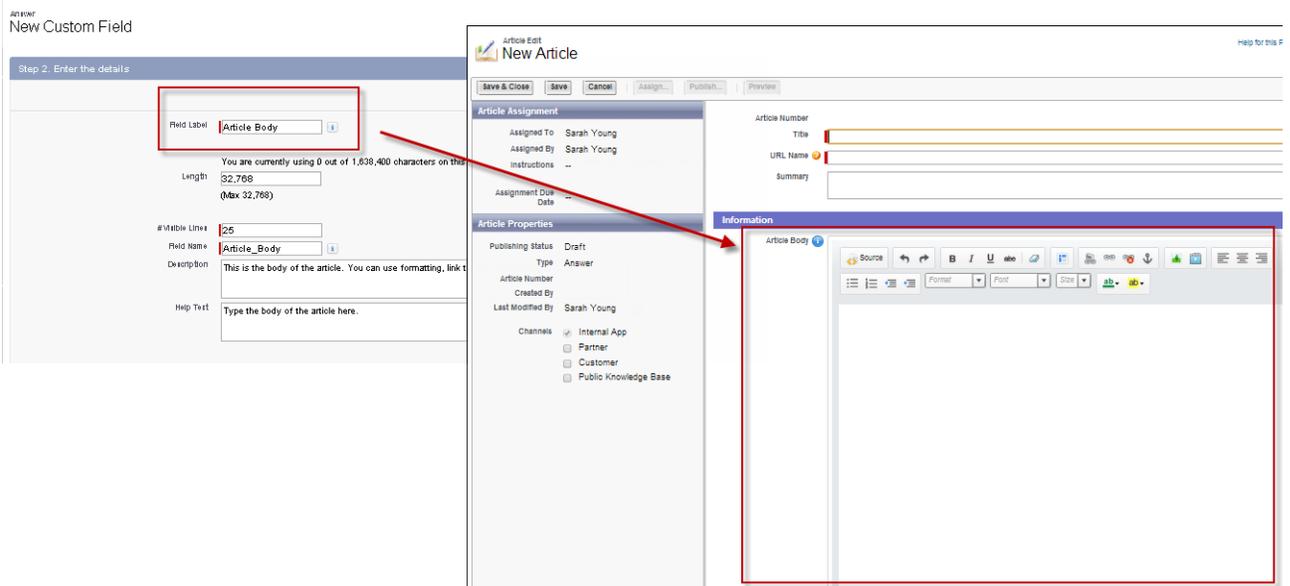
To let authors use formatting and add images, videos, or links to articles, you'll need to add the rich text editor to the article type.

Since the only standard fields provided by default on article types are `Article Number`, `Summary`, `Title`, and `URL Name`, you'll probably want to add a field where authors can create the body of the article. When you add the rich text editor to an article type, authors can enter text with formatting as well as add images, videos, and links.

 **Note:** To preserve the responsive design capability of the templates, it's a best practice to avoid manually editing the HTML widths of knowledge articles.

1. From Setup, enter `Knowledge Article Types` in the `Quick Find` box, then select **Knowledge Article Types**.
2. Click the name of the article type.
3. Click **New** in the Fields related list.
4. Select `Text Area (Rich)`, and click **Next**.
5. Type `Article Body` as a field label.
6. We'll accept the default values for the `Length`, `Visible Lines`, and `Field Name`.
7. Enter any field attributes, such as `Description`, and click **Next** to continue.
8. Set the field-level security to determine whether the field should be visible and editable or read-only for specific profiles. For example, you may want the field to be visible to everyone, but have the article body be read-only for external community members. That way, external community members can't make changes to articles. In this scenario, you would set the field-level security as follows:
 - a. Select `Visible` for all of the profiles listed who will be using the community and viewing articles.
 - b. Select `Read-Only` for the profiles of external users and for any other profile that you don't want editing the body of knowledge articles.
9. Click **Next** and select the checkbox to add the custom field to the layout.
10. Click **Save**.

 **Example:**



The image shows two screenshots from Salesforce. The left screenshot, titled "New Custom Field", shows the configuration for a new field. The "Field Label" is set to "Article Body", the "Field Name" is "Article_Body", and the "Description" is "This is the body of the article. You can use formatting, link". The right screenshot, titled "New Article", shows the article edit interface. The "Article Body" field is highlighted with a red box, and a red arrow points from the "Field Label" in the left screenshot to this field in the right screenshot. The article edit interface includes sections for "Article Assignment", "Article Properties", and "Information". The "Article Body" field is a rich text editor with a toolbar for formatting, links, and media.

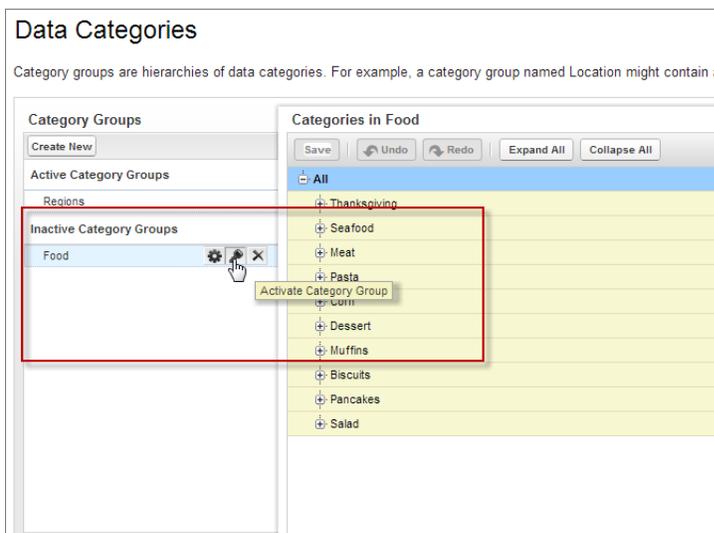
Create Data Categories to Organize Articles and Discussions

Create data categories to organize articles so that customers can browse articles and find the answers they're looking for.

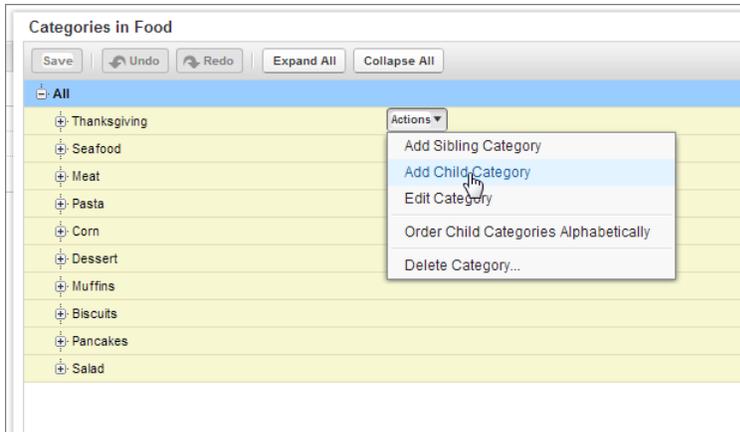
There's nothing worse than looking for a needle in a haystack. Your customers might come to the community with a question that's already been answered, but if they can't find the article or discussion, they'll leave frustrated. Data categories help to organize articles and discussions so that members can browse the community in an organized way.

 **Note:** For optimal performance, we suggest that you use no more than 20 data categories in each community.

1. From Setup, enter *Data Category Setup* in the *Quick Find* box, then select **Data Category Setup**.
2. Click **Create New** to create the data category group.
3. Specify the *Group Name* and enter a description. This name appears as the title of the category drop-down menu for articles and discussions in your community.
4. Click **Save**.
5. Click the category group and hover over **All** so that you can click **Actions**.
6. Click **Add Child Category**, type a category name, and click **Add**.
Repeat this step to add the rest of your categories.
7. To activate a category group so it's available to users, move the mouse over the category group name in the *Inactive Category Groups* and click .



8. Hover over the category name, click **Actions**, then select **Add Child Category** and type the new category name in the text box. Click **Add**.



Repeat this step to add all additional categories.

9. Click **Save**.

Once you've set up data categories, make sure to set the default visibility for the group. For instructions on setting up data category visibility, see the Salesforce Help.

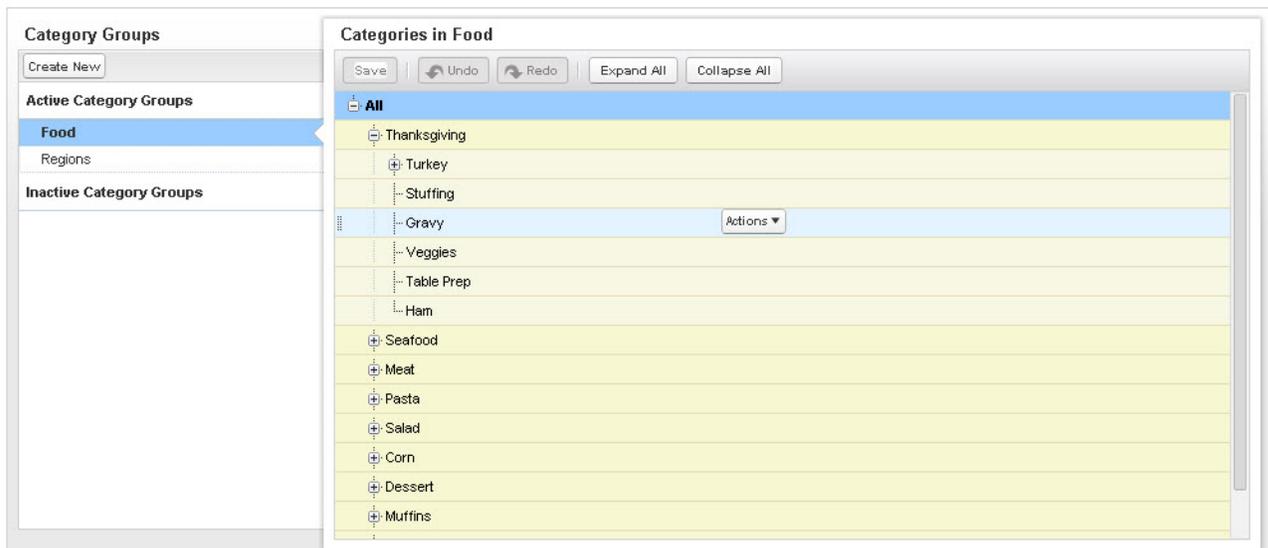
Note: Users must have visibility to the category that is specified as the top-level data category in the properties setting for the component. So if a user has visibility to child data categories but not to the child's top-level data category, the article or discussion isn't visible.

Example:

Data Categories

[Keyboard Shortcuts](#) [Help for this Page](#)

Category groups are hierarchies of data categories. For example, a category group named Location might contain a geographical hierarchy of continents, countries, regions, and states. Use this page to manage category groups and the categories they contain.



Indexing Knowledge Articles

You can modify the `robots.txt` file or submit the `sitemap.xml` file from your community so that search engines can properly index knowledge articles for your self-service community.

Having direct links to all the knowledge articles on your website is not always feasible, because there might be too many links to display. So, most communities use a search box so that users can find articles. When there aren't direct links to articles, it's impossible for search engines to index them. To help solve this problem, Salesforce creates a file called `sitemap.xml` that includes the links for the knowledge articles. It's located at the root of the app for your community, for example, `/community/s/`. The `robots.txt` file also controls web search engine behaviors. It's located at the root of the domain and is configured through the corresponding Force.com community. You can either modify the `robots.txt` file to include a path to your `sitemap.xml` file and include the `robots.txt` file as part of your community, or you can submit the `sitemap.xml` file directly to the search engine.

 **Example:** Here's an example of a `robots.txt` file. It doesn't allow any indexing at the `/` level, allows indexing at the `/community/s/` level, and includes the path to the `sitemap.xml` file.

```
User-agent: *
Disallow: /
Allow: /community/s/
Sitemap: http://www.Your_Site.com/community/s/sitemap.xml
```

 **Note:** The Allow directive is not supported by all search engines, although it's supported by Google. You can remove Allow and Disallow to support all browsers.

```
User-agent: *
Sitemap: http://www.Your_Site.com/community/s/sitemap.xml
```

For more information on indexing, see these websites:

- [Introduction to Force.com Sites](#)
- [Creating a Sitemap File](#)
- <http://www.sitemaps.org/>
- <http://www.robotstxt.org/>

Let Guest Users Create Cases

When you set up Web-to-Case along with a case quick action, guest users can create a case without having to log in as an authenticated user.

To let guest users can create a case, create a case page layout for unauthenticated users so that you can capture and create basic information.

 **Tip:**

- Guest users don't have access to contacts, so we recommend that you remove the Contact field from the page layout.
- Guest users don't have access to rich text area (RTA) fields, so we recommend that you exclude RTA fields from the page layout.
- Guest users can't attach files when creating a case.

1. From Setup, enter `Web-to-Case` in the `Quick Find` box, then select **Web-to-Case**.
2. Select **Enable Web-to-Case**.

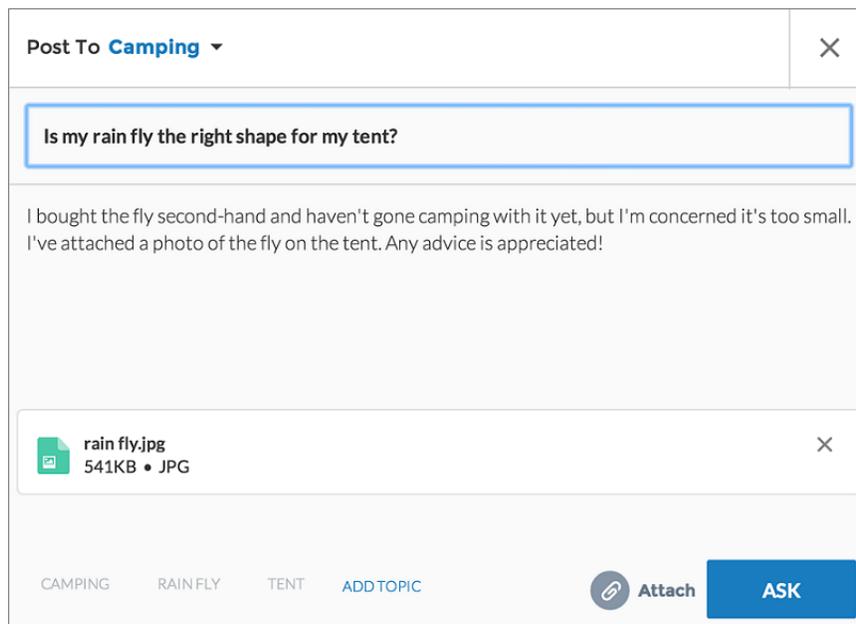
 **Note:** When using a self-service template, it's unnecessary to set up the other options on the Web-to-Case Settings page.

Enable Chatter Questions in Your Community

Chatter Questions helps you promote community engagement by giving users the ability to ask and answer questions in their Chatter feed, in groups, and in records. Members in your users' groups and communities can answer questions in Chatter just as they would comment on a Chatter post. Users in communities built on the Napili template can also attach files to questions.

To set up Chatter Questions in your community, simply add the Question action to the global publisher layout. In organizations created after Summer '14, the Question action is automatically added, but we recommend dragging it to the far left to increase its visibility.

 **Note:** Chatter Questions is not available in communities built on the Koa and Kokua community templates.



1. From Setup, enter *Publisher Layouts* in the Quick Find box, then select **Publisher Layouts**.
2. Click **Edit** next to the global publisher layout.
3. Drag the Question action from the palette to the global publisher layout. If the Question action already appears in the layout, drag it to the location where you want it.
4. Click **Save**.

 **Note:** If you're using a customized publisher layout in groups or on records, make sure that the Question action is added to those layouts as well.

EDITIONS

Available in: Salesforce Classic

Chatter Questions is available in: **Group, Professional, Developer, Performance, Enterprise, and Unlimited** Editions.

USER PERMISSIONS

To edit the global publisher layout:

- "Customize Application"

Set Up Question-to-Case in Your Community

Question-to-Case lets moderators create cases from questions in Chatter, which makes it easier to track and resolve your customers' issues. Question-to-Case is available in all communities where Chatter Questions is enabled.

Users with the "Moderate Chatter" user permission can create cases from questions directly in the feed. You can also set up processes—similar to workflow rules—in the Lightning Process Builder to automatically create cases from questions that meet specified criteria. Cases from questions are added to a queue so support agents can claim them.

EDITIONS

Available in: Salesforce Classic

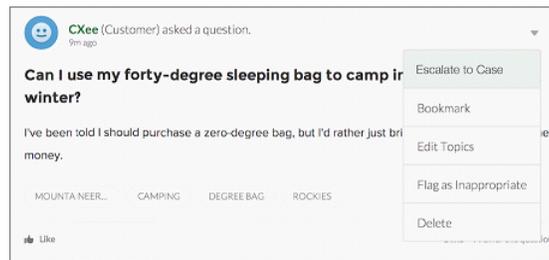
Available in:

- Group
- Professional
- Enterprise
- Performance
- Unlimited
- Developer

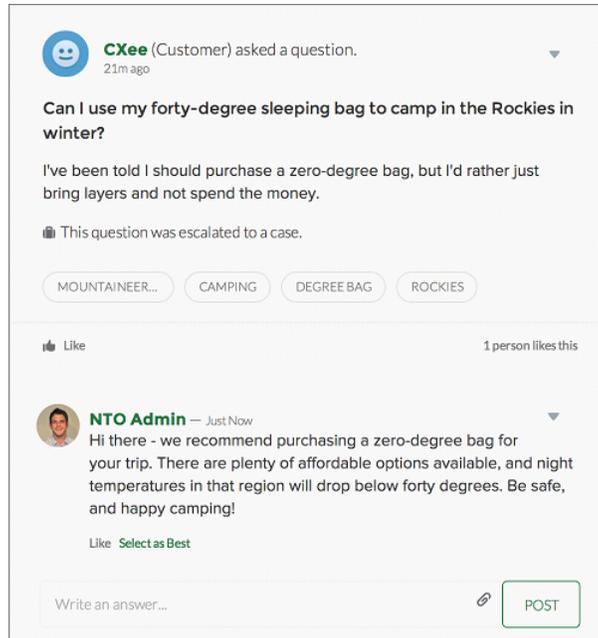
USER PERMISSIONS

To set up Question-to-Case in communities:

- "Customize Application"



When agents find a solution, they can respond to questions directly from the case, and the customer sees the agent's response on the question or in the My Cases view. Agents choose whether the reply is visible to the community, or only to the customer who asked the question.



To set up Question-to-Case:

1. Enable Question-to-Case in your communities.
 - a. From Setup, enter *Support Settings* in the Quick Find box, then select **Support Settings**.
 - b. Select **Enable Question-to-Case in Communities**.
 - c. Click **Save**.
2. Add the *Question from Chatter* field to the Case Detail view.
3. Add the Escalate to Case action to the Feed Item layout.
4. Customize the Escalate to Case action layout.
5. Perform optional customizations:
 - a. Set up a queue for cases created from questions.
 - b. Set up processes to automatically create cases from unresolved questions that meet specified criteria.

For details on steps 2 through 5, search for "Set Up Question-to-Case" in the Salesforce Help.

Set Up the Community Case Feed

The community case feed lets community users and support agents see all case interactions in a unified feed, and lets agents take more actions directly from the console. To set up the community case feed, enable it in your organization and make sure that the case page in your community is properly configured.

Important: Before setting up the community case feed, read [Community Case Feed Considerations](#).

1. Enable the community case feed:
 - a. From Setup, enter *Support Settings* in the Quick Find box, then select **Support Settings**.
 - b. Select **Enable Community Case Feed**.
 - c. Optionally, select **Enable Email Notifications for Case Posts** (recommended).
 - d. Click **Save**.
2. If your community was built using Salesforce Tabs + Visualforce, make sure that your case page includes a Chatter feed.
3. If your community uses the Koa, Kokua, or Napili template, confirm that your active case detail page supports the community case feed:
 - a.  In Community Builder, click .
 - b. Click **Page Management**.
 - c. Find Case Detail in the Name column, and make sure that the active page assigned to it is either Chatter Case Detail (the default) or Record Detail.

Case Detail	Chatter Case Detail	The page that displays a customer case.
-------------	---------------------	---

If you change the active case detail page, publish your change.

Important: If the community case feed is enabled and you use Basic Case Detail as your active case detail page, external users only see case comments—not Chatter posts or emails—in their case feed. This gives external users far less visibility into their cases. To give users a full view of their case interactions, use Chatter Case Detail or Record Detail as your active case detail page.

EDITIONS

Available in: Salesforce Classic

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To enable the community case feed:

- “Customize Application”
- Compact case feed enabled in your organization

Community Case Feed Considerations

Before setting up the community case feed, review this essential information.

If the community case feed is enabled:

- Agents can use the Community action in the console case feed to answer community questions and create private and public Chatter posts on cases.
- Agents can expose or hide published Chatter posts and emails in the case feed of external community users.
- External community users with access to a case see associated Chatter posts, questions, and emails in their case feed.

If email notifications for case posts are enabled:

- The case contact is notified by email when someone makes an externally visible post on their case. Users can comment on the post by replying to the email.
- If you're already using custom email notification settings, such as those triggered by workflows, selecting this preference may create duplicate email notifications.
- Users in communities built on the Napili template or Salesforce Tabs + Visualforce can turn off these notifications in their email notification settings by deselecting **Posts on one of my cases** under "Email me when someone...".

EDITIONS

Available in: Salesforce Classic

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

CUSTOMIZE TEMPLATES WITH COMMUNITY BUILDER

Community Builder Overview

Community Builder in conjunction with community templates for self-service lets you create, brand, and publish a custom community that looks great on any mobile device! Choose a template to quickly start your community, and then style the pages to match your company's branding.

With Community Builder, you can:

- [Quickly style the community](#) to match your company's branding.
- [Edit community pages and components with the Community Builder](#) to customize their design and content.
- [Preview your community](#) to ensure that it appears correctly on different devices.
- [Publish your changes](#) to make them available to everyone in your community.
- [Apply template updates](#) to your community as soon as they become available.

Community Builder works in conjunction with all of the preconfigured templates.

 **Note:** If you don't want to use the preconfigured templates, you can still create a custom community in Site.com Studio. However, you won't be able to use Community Builder for branding.

To try out a different template, go back to Community Management and change your template selection. But don't worry—you can always switch back to the first template you chose. To switch back, set the home page back to its original URL in Site Configuration in Site.com Studio.

Known Limitations

- Community Builder doesn't support branding for sites that weren't created by using one of the preconfigured templates.

EDITIONS

Available in: Salesforce Classic

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

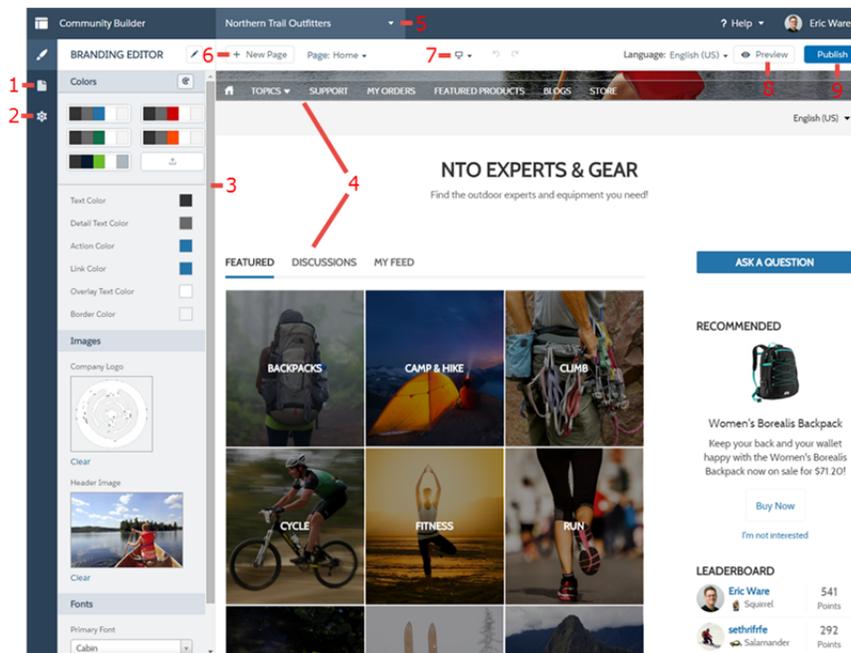
Navigate Community Builder

Community Builder lets you quickly create and style your custom community to match your organization’s branding.

From Community Management, click the Community Management menu in the global header, then click **Go to Community Builder** to brand and configure your community.

 **Note:** Remember, Community Builder doesn’t support branding for communities that weren’t created by using one of the preconfigured templates.

In Community Builder, you can customize the community to suit your needs.



- [Edit your community pages](#) (1) in the Page Editor to add, update, or remove page components.
- [Accept updates](#) (2) to your community’s template and [manage your community pages](#).
- [Brand the community](#) (3) to match your organization’s style and see your changes immediately appear on the page.
- Navigate (4) to the community page that you want to style by clicking links and navigation menu items.
- Use the Communities menu (5) to:
 - Access Community Management to manage community analytics, login, registration, reputation, topics, and other settings.
 - Go to Site.com Studio to add advanced community customizations.
- [Create a new page](#) (6) to include in your community.
- [See how your community appears on different devices](#) (7).
- [Preview the community](#) (8) in a new browser window.
- [Publish your changes](#) (9) to make your updates available to everyone in your community.

EDITIONS

Available in: Salesforce Classic

- Available in:
- Enterprise
 - Performance
 - Unlimited
 - Developer

USER PERMISSIONS

To create, customize, or publish a community:

- “Create and Manage Communities”

Brand Your Community with Community Builder

Use Community Builder's enhanced Branding Editor to efficiently apply color and style to your community. Choose a color scheme with the color palette, which provides a wide range of colorized text elements for a personalized design. Match your colors precisely by uploading your own logo to automatically generate a custom color palette.

Each template includes predefined styles to control the appearance of the pages. These styles give you a head start with your community, and you can easily customize the styles further to suit your needs. After you've created a community, brand and style your pages with Community Builder's Branding Editor.

Depending on the template that you select, you can use Community Builder to:

- Apply a color scheme that's appropriate for your template with the color palette.
- Choose colors for text, borders, and button backgrounds.
- Upload your own company logo image to generate a custom color palette based on its main colors.
- Maintain your own color palettes by saving or removing them as needed.
- Specify font family, style, and weight.
- Change header and page background color, font family, font size, and font color.

EDITIONS

Available in: Salesforce Classic

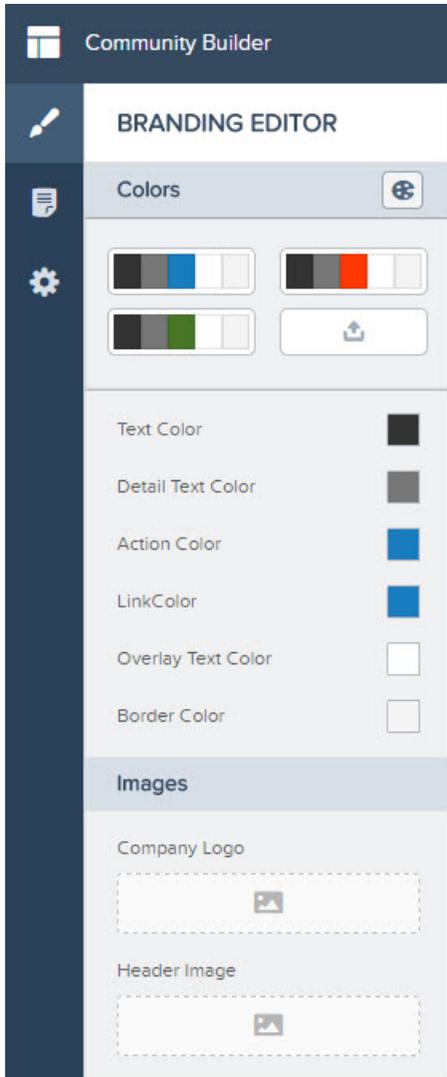
Available in:

- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

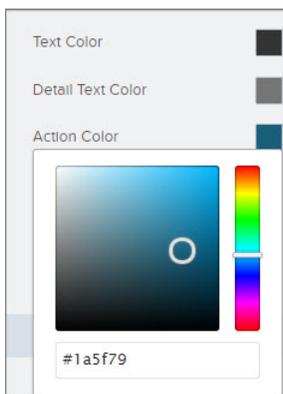
To create, customize, or publish a community:

- "Create and Manage Communities"



 **Note:** The available branding options vary depending on the template that you're using and the page that you've selected.

When you upload your own logo to the Branding Editor, Community Builder extracts its colors behind the scenes, and suggests a set of colors based on those. To modify a suggested color, click the color swatch and adjust the color by using the slider or by entering hex values.



To brand your community:

1. Navigate to the pages that you want to view as you brand by using the Page menu in the toolbar.
2. Define styles, such as:
 - The range of colors that are used by the entire site, by selecting a palette swatch.
 - A specific color, by using the relevant color picker or entering a hex value.
 - An image, by clicking the image area and uploading an image.
 - The font type, size, or weight, by selecting an option in the relevant drop-down list.

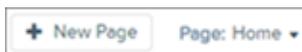
Your changes are saved automatically and appear instantly on the page canvas.
3. Use the Communities menu to:
 - Access Community Management to manage community analytics, reputation, and topics.

Create New Community Pages with Community Builder

Create pages for your community to add custom content or share additional Salesforce object data in Koa, Kokua, and Napili templates. This allows you to extend the community template functionality to meet your business requirements.

Important: This functionality is available only in communities using the Winter '16 version of the Koa, Kokua, and Napili templates.

1. From Community Management, click the Community Management menu in the global header, then click **Go to Community Builder**.
2. In Community Builder, click  on the left to display the Page Editor.
3. In the toolbar, click **New Page**.



4. Select the page type. Then, follow the prompts to specify more details about the content and layout.
 - Select **Standard Page** to use a page template or to create a blank page with columns. For example, you can start with the Home page template and customize it to your needs.
 - Select **Data Detail Page** to create a record detail page. When prompted, pick the object you want to associate the page with and then the page layout you want to use.

In Winter '16, we support data detail pages for accounts, contacts, cases, tasks, events, and custom objects.

You can create multiple data detail pages for the same object, but only one can be active at any time. To manage the active page for all objects in your community, go to [Page Management](#) in the Community Builder Settings.

EDITIONS

Available in: Salesforce Classic

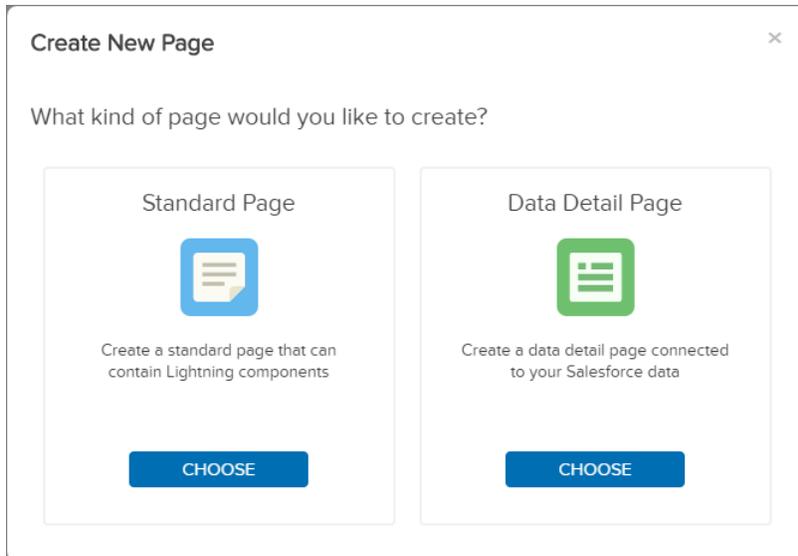
Available in:

- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To create pages in Community Builder:

- "Create and Manage Communities"



5. Give the page a unique name and URL. For standard pages, you can specify the static portion of the page’s URL. For data-driven pages, you can specify the name. All new pages use the community’s domain.
 - Page names can be changed. Select the page from the **Page** menu in the toolbar, and then modify its name in the Property Editor on the right.
 - All the data detail pages for an object use this URL format: `<object_name>/<placeholder_record_ID_variable>`. This URL format allows all records of that object to use the same page layout. We recommend that you don’t change the record ID variable in the URL to a specific record ID, unless you want to display only a single record on that page.



6. Drag components from the Page Editor on the left to [add and configure page components](#) on the new page.
 - 💡 **Tip:** Spend some time planning the composition of your new page based on the goals for the page. For example, in Napili, you can use a combination of the Record Headline and Record Information components to create a custom record detail page. In Koa and Kokua, you can create custom Data Detail pages, but you first need to create custom Lightning components to display record data.

7. Click  and then Page Management to [manage page assignments](#) by object or page type. The selections on this page determine what is displayed in the community.
8. Preview and publish your community when you're done.

 **Tip:** Use the Navigation Menu component to create custom navigation nodes for new pages. For more information about templates and components, see [Using Templates to Build Communities](#).

Edit Community Pages and Components in Community Builder

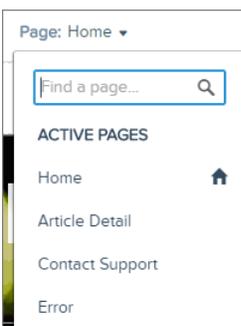
Drag and drop components on to the Community Builder page canvas to add them to your community's pages. Use the Page Editor and Property Editor to select and edit components, and then preview your changes before publishing them from Community Builder.

 **Note:** The ability to drag and drop components is available only in the Winter '16 and later versions of the Koa, Kokua, and Napili templates, which have been converted to use Lightning components. When you upgrade to the the Lightning versions of these templates, you can customize pages and components entirely from Community Builder; you no longer need to use Site.com Studio for these communities.

Only the components that are supported on the selected page are available in the Page Editor. For example, you can't add the User Profile Detail component to the Home page. You can also create custom Lightning components and use them on community pages.

 **Note:** For more information on creating custom Lightning components and enabling them for Community Builder, see the [Lightning Components Developer's Guide](#).

1. From Community Management, click the Community Management menu in the global header, then click **Go to Community Builder**.
2. In Community Builder, click  on the left to display the Page Editor.
3. From the Page menu in the toolbar above, search for or select the page to edit. The Page Editor reloads with a list of components that are compatible with the selected page.



4. Locate or search for a component from the Page Editor and drag it to the page in an editable area. To edit the properties for a component that already exists on the page, click to select it from the main page canvas. The ability to add a component by dragging it to the page canvas is available only in the Winter '16 version of the Koa, Kokua, and Napili templates. The blue box around the placed component indicates that it's selected for edit. The Property Editor on the right displays the editable properties of the selected component.
5. Make your changes.

EDITIONS

Available in: Salesforce Classic

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

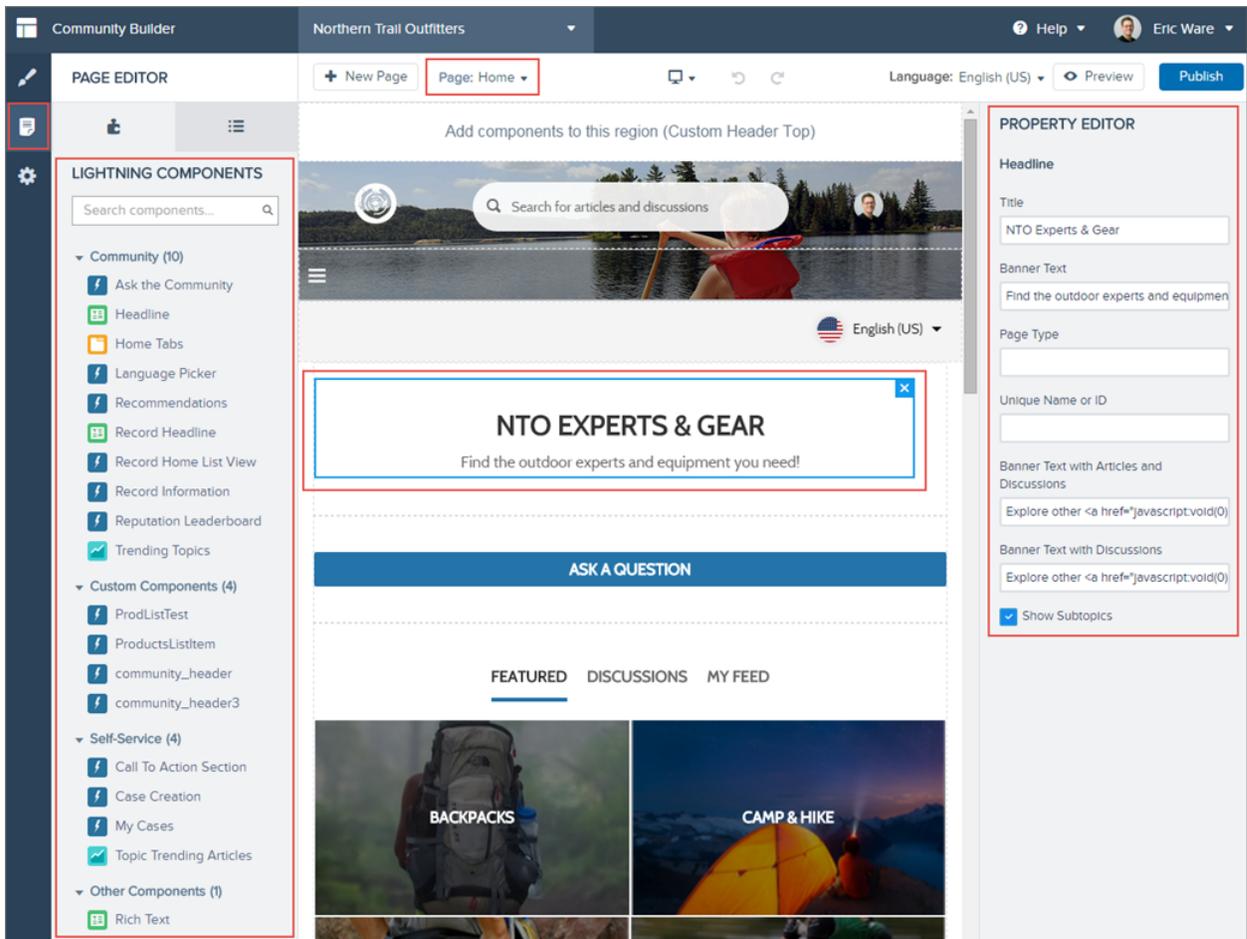
To customize or publish a community:

- "Create and Manage Communities"

- Update the component properties in the Page Editor.
- Click the **x** in the upper-right corner to remove it from the page.
- Undo or redo your changes by clicking  in the toolbar.

 **Note:** Component property fields don't support dynamic expressions. Use plain text only.

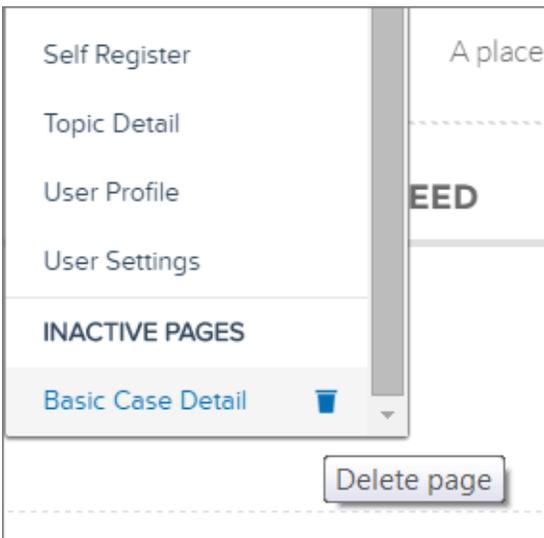
 **Example:** Here's a sample configuration of the Headline component on the Home page with the list of supported components and properties.



Delete a Community Page in Community Builder

Conveniently remove a community page you no longer need by deleting it from the Page menu in Community Builder.

- You can delete only inactive community pages. To see inactive pages, scroll to the bottom of the Pages menu.
 - You can't delete a Data Detail page if it's the only page associated with a given Salesforce object. If you have more than one Data Detail page for the same object, you can delete the inactive one.
1. From Community Management, click the Community Management menu in the global header, then click **Go to Community Builder**.
 2. In Community Builder, click  at the left to display the Page Editor.
 3. Click the **Page** drop-down in the toolbar.
 4. Hover over the page name and then click the trash icon to delete the page.



EDITIONS

Available in: Salesforce Classic

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To customize or publish a community:

- "Create and Manage Communities"

Share More Salesforce Object Data in Your Community

Napili allows you to share record data for accounts, cases, contacts, tasks, events, and custom objects with minimal configuration. Record data respects user permissions via licenses, profiles, permission sets, and sharing rules.

-  **Note:** You must update your community's template to the Winter '16 version to use this functionality.
- Create a [list of records and link to it](#).
- [Display record details in your community](#) with the out-of-the-box Record Detail page or create a custom page.

EDITIONS

Available in: Salesforce Classic

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To create, customize, or publish a community:

- "Create and Manage Communities"

Share a List of Records in Your Community

Create record list views for accounts, cases, contacts, and custom objects and link to them from the Napili navigation menu. Use an out-of-the-box or custom page layout to display the list of records.

-  **Note:** You must update your community's template to the Winter '16 version to use this functionality.
1. In Community Builder, drag and drop the Navigation Menu component to add it to the appropriate page in the template. We recommend adding it to the Home page.
 2. Create a navigation menu item pointing to a supported Salesforce object. Currently, Napili supports accounts, cases, contacts, and custom objects.

EDITIONS

Available in: Salesforce Classic

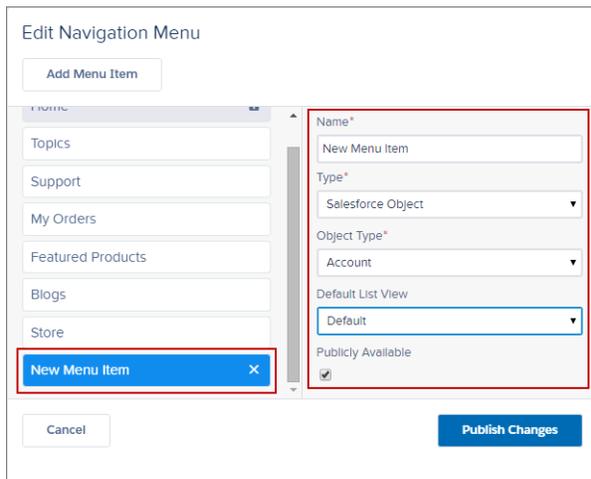
Available in:

- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To create, customize, or publish a community:

- "Create and Manage Communities"



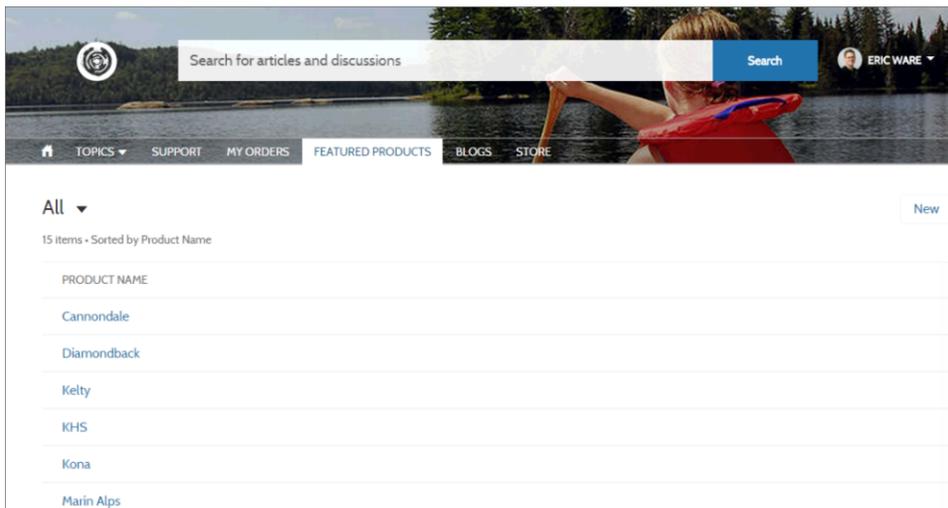
3. Publish your changes.

 **Note:** If your community is active, your navigation menu item changes will immediately appear to your community members.

That's it! This creates a navigation menu item, which links to a list of the selected object's records. Under the hood, your data is retrieved from Salesforce and displayed using the generic Record List page. This page is available out-of-the-box in Napili and uses the Record Home List View Lightning component to display data in an appropriate layout.

 **Note:** The generic Record List page provides the default list view layout for objects that don't have a predefined or custom list view page assigned. For example, if you create a navigation menu item for another Salesforce object, it uses this same page. If you modify the Record List page, be sure to account for all the affected objects.

 **Example:** A list view page for a custom object called Featured Products.



- Creating a navigation menu item is the easiest way to link to a list of records for an object. If you prefer to use a custom list view page for an object, you can [create a new page](#) for your community using Community Builder. Choose the Standard page type with a single-column layout. Add the Record Home List View component to the page, configure the component properties to point to the object, and then publish the page. To link to the page, create a custom navigation menu item and use the internal page URL.
- Users can access only records they have access to via licenses, profiles, permissions, and sharing rules, same as in Salesforce. Users with the "Create" permission for the object can create records from the list view page. The ability to create records from this page isn't supported on mobile devices.
- You can hide a navigation menu item from guest users to block access to the associated record list view page.
- When users click a record on this page, the record details are displayed using the layout from the generic Record Detail page. If you create a custom record detail page and assign it to the object, we use that page instead.
- Clicking a record in the list view displays the record details, which are displayed using the Record Detail page that comes out of the box with the Napili template.
- The Record List page and the Record Home List View component are not available in the Koa and Kokua templates.

SEE ALSO:

[Navigation Menu](#)

[Record Home List View](#)

Display Record Details in Your Community

Display record details using the generic Record Detail page or create custom record detail pages.

Note: You must update your community's template to the Winter '16 version to use this functionality.

Napili supports a record detail page that you can use out of the box with no configuration. All objects in your community without a preassigned record detail page use this generic page, called Record Detail, to display record data. For example, consider the scenario where a user lands on a case detail page (that uses a preassigned case detail layout) and clicks on a contact in the related records. If you haven't created a custom record detail page for contacts, the contact information is displayed using the generic Record Detail page. Under the hood, the Record Detail page uses the Record Headline and Record Information Lightning components to display record data.

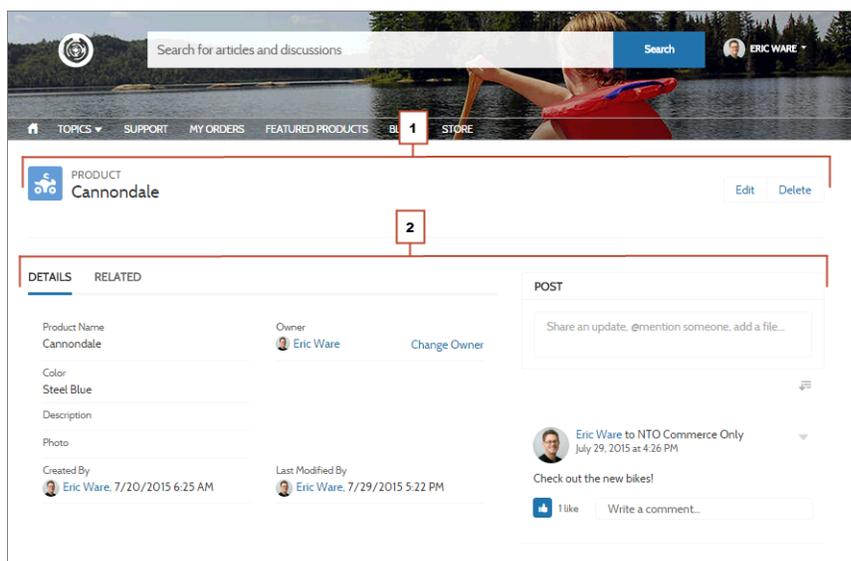
- **Record Headline:** Displays the record name and key record highlights along with buttons to edit and delete the record.
- **Record Information:** Displays all record details including related records and the record feed. It also allows users to create new related records and post to the record feed.

Optionally, you can create custom record detail pages for accounts, contacts, cases, tasks, events, and custom objects.

1. [Create a new Data Detail page](#) in Community Builder and pick a supported object.
2. Add the Record Headline and Record Information components to the page and configure the component properties from the Property Editor on the right.
3. Click  to access Page Management in the Community Builder settings, and then [select the custom page as the active page](#) for the object.
4. Publish your changes.

Note: If your community is active, your navigation menu item changes will immediately appear to your community members.

Example: The record detail page for a custom object with the Record Headline (1) and Record Information (2) components.



EDITIONS

Available in: Salesforce Classic

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To create, customize, or publish a community:

- "Create and Manage Communities"

- Some objects have preassigned, active record detail pages to display record data (such as cases). You can check the available pages and assignments for each object in Community Builder settings, under Page Management.
- We don't block unsupported objects (such as leads and opportunities) from related lists. When a user clicks on a record for an unsupported object, the generic Record Detail page is used to display record data. When a user expands a list of related records, the generic Related Record List page is used to display the list.
- Objects without preassigned record detail pages use the generic Record Detail page. If you modify the Record Detail page layout or configuration, be sure to account for all objects that use this page layout.
- Users without the necessary license, profile, and permissions can't access record data.
- Users with the necessary permissions can create records from the related lists, and edit and delete the record from the record headline. These actions aren't supported on mobile devices.
- Page layouts for each object in Salesforce determine what fields display in the Record Information component, and the fields in the Highlight Panel layout determines what displays in the Record Headline component. This feature includes support for record types.
- You must enable feeds on records in Salesforce to allow users to post on them in communities.
- The Record Detail page, the Record Headline component, and Record Information component are not available in the Koa and Kokua templates.

SEE ALSO:

[Record Headline](#)[Record Information](#)[Related Record List](#)

Manage Active Community Pages in Templates

View and select active pages for each object and page type in communities built with the Koa, Kokua, and Napili templates.

 **Important:** This functionality is available only in communities using the Winter '16 version of the Koa, Kokua, and Napili templates.

You can create multiple custom pages for the same purpose, but only one can be active at a time in your community. For example, you can choose to create multiple Case Detail pages, and select the latest version as the active page in your community. This automatically deactivates the default Case Detail page defined in the template. You can change the active page selection at any time.

1. From Community Management, click the Community Management menu in the global header, then click **Go to Community Builder**.
2. Click  at the left, then click **Page Management**.
3. Use the drop-down menu in the Active Page column to select a different active page for the object or page type.

The list of pages contains both the default and custom pages.

EDITIONS

Available in: Salesforce Classic

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To customize or publish a community:

- "Create and Manage Communities"

Page Management

This area allows you to configure the pages required by your community template as well as any custom data detail pages that you create.

NAME	ACTIVE PAGE	DESCRIPTION
Home	Home	The home page of your community.
Article Detail	Article Detail	The page that displays an article's content.
Case Detail	<ul style="list-style-type: none"> Chatter Case Detail Basic Case Detail <li style="background-color: #0070C0; color: white;">Chatter Case Detail Record Detail 	The page that displays a customer case.
Contact Support		The page used to contact community support.

- Preview your changes, and then click  to make your changes go live in the community.

Inactive pages remain available to use in your community unless you delete them. To see your list of inactive pages, click the **Page** drop-down in the Community Builder toolbar.

Preview Your Community with Community Builder

Preview how your community appears in a desktop browser window and on mobile devices.

Community Builder’s preview option lets you see how your community will appear when it’s live.

- To preview the community in a browser window, click **Preview** in the toolbar.



- From Preview mode, you can further opt to see the community in its own browser tab as a customer would see it by clicking the pop-out button next to **Preview**.



- Use the options in the  menu to preview how the community looks on different devices:

- For smartphones, click  **Phone**.
- For tablets, click  **Tablet**.
- For desktop computer screens, click  **Fluid**.
- For landscape or portrait orientation on a smartphone or tablet, click  .

EDITIONS

Available in: Salesforce Classic

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To create, customize, or publish a community:

- “Create and Manage Communities”

Publish Your Customizations with Community Builder

Publish your changes in Community Builder to make the updates available to everyone in your community.

 **Note:** Your community must be active before you can publish the changes you've made in Community Builder.

1. From Setup, enter *All Communities* in the **Quick Find** box, then select **All Communities**. Then click **Manage** next to the community name.
2. From Community Management, click the Community Management menu in the global header, then click **Go to Community Builder**.
3. Optionally, [preview your community](#) to make sure that your updates appear as expected.
4. When you're happy with your changes, click **Publish** in the toolbar to publish your changes.

You'll receive an email notification when your changes go live.

Update Your Community's Template

Use Community Builder to learn about and apply a new version of your community's template. Updating your template keeps your current branding, while saving a copy of your community with the old template version applied. You get the latest styling and functionality, with the option to revert to your previous template version.

Here are some of the things you need to know about before you update your template:

- Any branding defined using the Branding Editor in Community Builder is retained.
- Most component customizations and properties do *not* carry over. For the Koa and Kokua self-service templates, general settings (such as Category Group Name, Top-Level Category, and Company Name) carry over. For Napili, topic definitions carry over.
- Template updates for communities using the Salesforce Tabs + Visualforce template not managed from Community Builder.
- Your community's home page URL is preserved automatically without any configuration on your part. Users are transparently directed to the new home page when they access the community.
- When you update, the old version of your community is saved with a unique home page URL. To restore your community to the previous template version, manually set the home page to this URL in Site.com Studio under Site Configuration.

When a template update is available, a red notification icon appears over the Settings icon in Community Builder. You don't have to apply an update when it becomes available; you can wait until you're ready.

EDITIONS

Available in: Salesforce Classic

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To create, customize, or publish a community:

- "Create and Manage Communities"

EDITIONS

Available in: Salesforce Classic

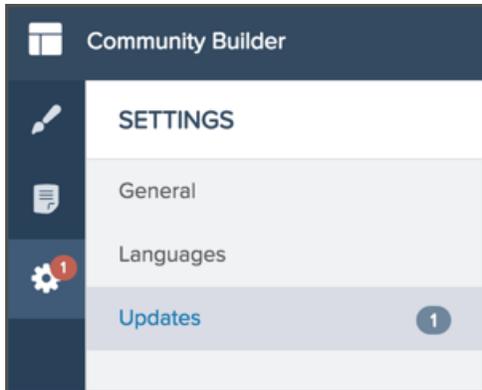
Available in:

- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To update your template

- "Create and Manage Communities"



1. From Community Management, click the Community Management menu in the global header, then click **Go to Community Builder**.
2. Click the red notification icon that appears over the Settings icon.
3. Under Settings, click **Updates**.
4. Click **Update** to update your template to the new version, and then confirm the update when prompted.
5. Review all community pages to make sure that your branding and styles are as you expect.
6. [Publish your community](#) to apply the template updates.

Considerations for Changing Your Community Template

Changing your community template affects the community navigation, branding, and customizations.

- Salesforce object data carries over, but all branding and component customizations do not. You'll need to redo all customizations.
- Switching between templates updates the navigation in Community Management. To view all available options in Community Management, regardless of template selection, select **Administration > Preferences > Show all settings in Community Management**.
- Your community URL changes when switching from a Salesforce Tabs + Visualforce template to a Community Builder template, or vice versa. For example, in Community Builder-based templates `/s` is appended to your URL. Be sure to update any links to your community with the new URL.

To learn more about using the Koa, Koa, and Napili templates, see the [Community Templates for Self-Service Implementation Guide](#).

To learn more about using the Aloha template, see the [Getting Started with the Aloha Community Template for Salesforce Identity](#).

EDITIONS

Available in: Salesforce Classic

Available in:

- Enterprise
- Performance
- Unlimited
- Developer

Manage Your Community's General Settings

Use Community Builder's General settings page to keep track of which template you're using, your community's status, and which profile is assigned to guest users. If you're using the Napili template, easily access your navigational and featured topic settings.

You can manage these general settings for your community from within Community Builder when you use any of the preconfigured community templates provided by Salesforce.

To access general settings, click the Settings icon in Community Builder , and then click **General**.

EDITIONS

Available in: Salesforce Classic

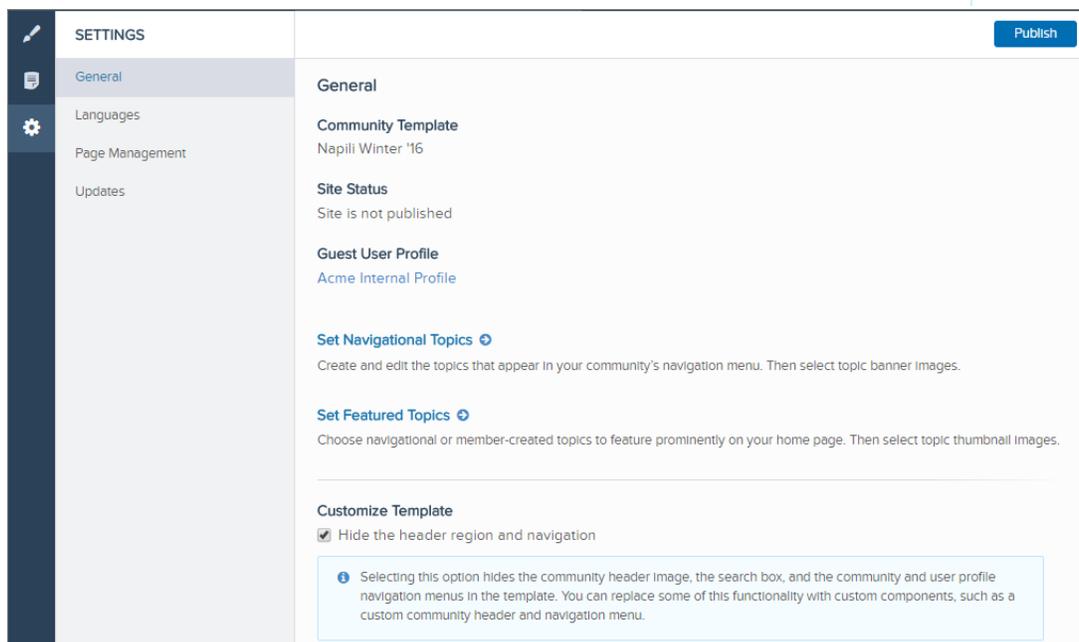
Available in:

- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To modify general settings

- "Create and Manage Communities"



General settings include:

- **Community Template**
Displays the name and version of the template that your community is using.
- **Site Status**
Indicates whether your community is published. If it's published, click the link to open the live community in a separate browser tab.
- **Guest User Profile**

Shows which user profile is assigned to guest users. Clicking the link takes you to the Profile page in Setup, where you can modify settings for this profile, like which tabs are visible and which permissions the guest user has. For more information about configuring the guest user profile, see [Configure the Guest User Profile for Unauthenticated Users in the *Community Templates for Self-Service Implementation Guide*](#).

- **Set Navigational Topics** (*Napili template only*)

Click the link to go to Community Management, where you can [define topics to be used for navigation](#).

- **Set Featured Topics** (*Napili template only*)

Click the link to go to Community Management and [define featured topics](#).

- **Hide the header region and navigation** (*Napili Winter'16 version only*)

Select this option to hide the default community header in your community and replace it with your own. Choosing this option hides the default header image, the search box, the community menu, and user profile navigation menu all the pages in your community.



Tip: If you choose to hide the header, consider replacing some of the hidden functionality with custom components. For example, you can create a custom navigation menu to replace the default community navigation and add it to the editable header regions above and below the default header.

COMPONENTS FOR BUILDING YOUR COMMUNITY

Customize Your Community's Template Pages

Pages are the building blocks of your community. They control how your users see and interact with the community.

Each page contains a collection of components that are organized around a task or function—whether it's opening a case or searching for an article. The pages that comprise each of the preconfigured community templates are ready for you to use with very little configuration or customizing needed. Additionally, you can create new pages or drag and drop other components on to existing pages as needed. If you create custom Lightning components, they appear in the list of available components on the left side of the page.

When you open a page for editing, you can set properties for how information appears, move components to different positions, or delete any components you don't need.

 **Note:** You can edit components within a page and delete inactive pages, but you can't rename pages.

For example, the Home page in the Napili template contains components that let customers see trending articles and topics, explore articles organized by category, read discussions from the community, search or information, ask a question, and contact support. If you're creating a community to deflect cases only and don't want to let customers open a case within the community, you can remove the component for contacting support.

To edit a page, go to Community Builder

1. From the Page drop-down, select the page to edit.
2. Click  to open the Page Editor.
3. Select the component you want to edit.
4. In the Property Editor, edit any of the properties of the component.
5. To add a component to the page, simply drag it from the Lightning Components menu and drop it where you want it on the page.
6. To delete a component from the page, hover over the component and click .
7. After you're done configuring the page, click **Publish**.

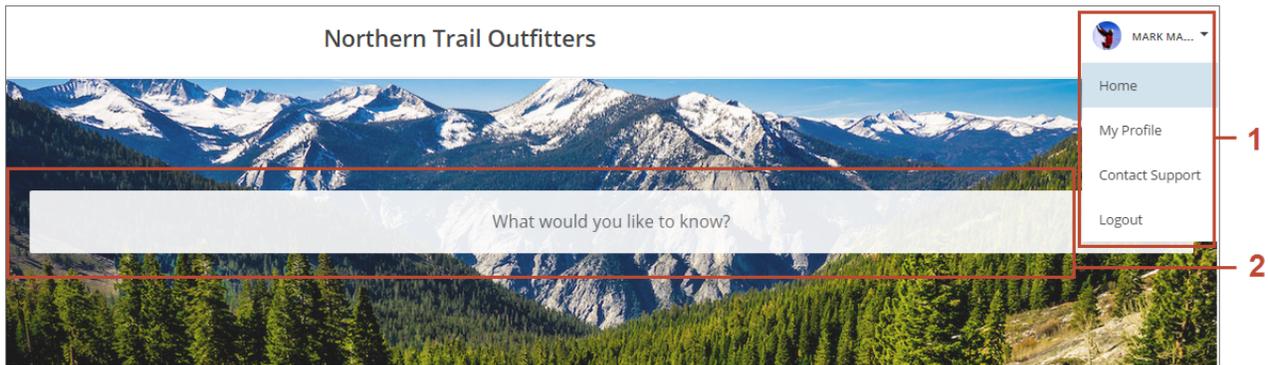
Kokua Template's Pages

A picture is worth a thousand words, and we built the Kokua template to give your users a visually rich self-service community. This template lets users browse and search your articles based on data categories. The template also lets them access cases and browse data categories in the left navigation component.

This section highlights each page of the Kokua template and includes a summary of the components that are contained in each page.

 **Note:** To use this template, you must enable and set up Salesforce Knowledge. Contact Salesforce if you need to add Knowledge licenses.

Shared Components



All pages in the Kokua template include the following components:

- [Toggle Button](#) requires no setup and lets users display or collapse the left navigation menu for mobile devices and tablets. It doesn't appear in the desktop view.
- [Back Button](#) requires no setup and displays a button that lets users navigate to the previous context..
- [Profile Header](#) (1) displays a user's name (or nickname) and profile picture with a drop-down that lets users navigate to and manage their profile, contact support, and log out.
- [Search](#) (2) lets users search articles within the context of the page they're viewing.

Home

The screenshot shows the home page of 'Northern Trail Outfitters'. At the top, there is a navigation bar with the site name and a user profile 'MARK MA...'. Below this is a large hero image of a mountain range with a search bar overlaid. The search bar contains the placeholder text 'What would you like to know?' and a magnifying glass icon. Below the search bar is a section titled 'FEATURED CATEGORIES' which contains five category cards: 'Backpacking', 'Camping', 'Climbing', 'Expeditions', and 'Hiking'. Each card has a representative image and a title. At the bottom of the page is a 'SUPPORT' section with a blue button labeled 'Contact Support'. Red callout numbers 1, 2, and 3 are placed on the right side of the page, pointing to the search bar, the featured categories section, and the support button respectively.

This page contains the following components:

- [Featured Search](#) (1) requires no setup, and lets you specify the number of articles and auto-query suggestions to return. You can also change the placeholder text for the search box and choose not to display a background image for the search box.
 - 📌 **Note:** Featured Search in the Home page uses the expression `{ !Site.TopLevelCategory }` to search based on the top-level category, while Featured Search in the other pages uses the expression `{ !category }` to search within the current category.
- [Featured Data Categories](#) (2) requires no setup, and lets you specify the number of categories to display and change the title of the component.
- [Contact Support](#) (3) requires no setup, and lets you change the title of the component and the text for the button label.

Article Detail

Northern Trail Outfitters

MARK MA...

← Back

ALL / CAMPING

How to Choose Climbing Ropes

You could say that rope or 550 cord is the backbone of a campsite. It goes into everything from tents and shelters to cooking tripods and furniture. One of the best ideas I've seen in a long time is a "rope kit" - an organized collection of pre-cut ropes. Here's how to put one together.

Aug 3, 2015 · FAQ

SOLUTION



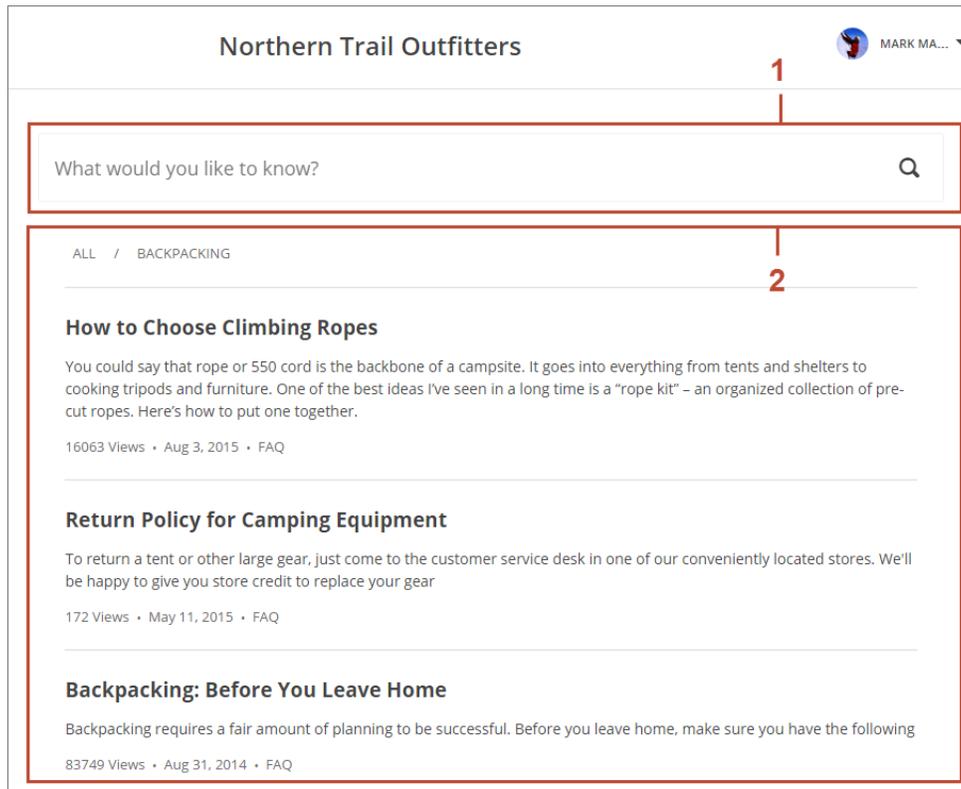
Was this article helpful?

👍 🗨️

This page contains the following components:

- [Article View](#) (1) requires no setup.

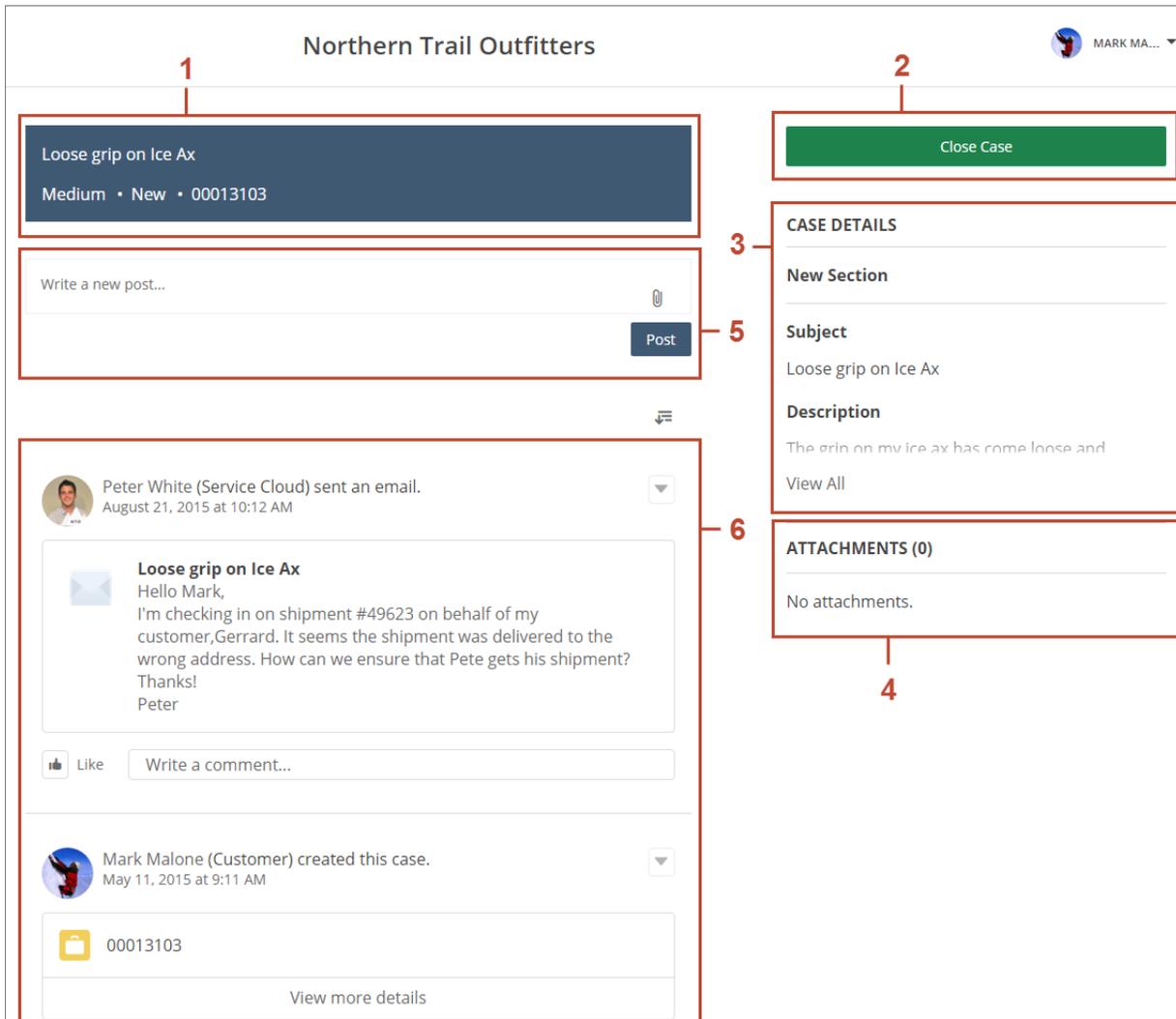
Article List



This page contains the following components:

- **Featured Search** (1) requires no setup, and lets you specify the number of articles and auto-query suggestions to return. You can also change the placeholder text for the search box and choose not to display a background image for the search box.
- **Note:**  Featured Search in the Home page uses the expression `{ !Site.TopLevelCategory }` to search based on the top-level category, while Featured Search in the other pages uses the expression `{ !category }` to search within the current category.
- **Article List** (2) requires no setup, but lets you specify how many articles appear in the list of returned articles.

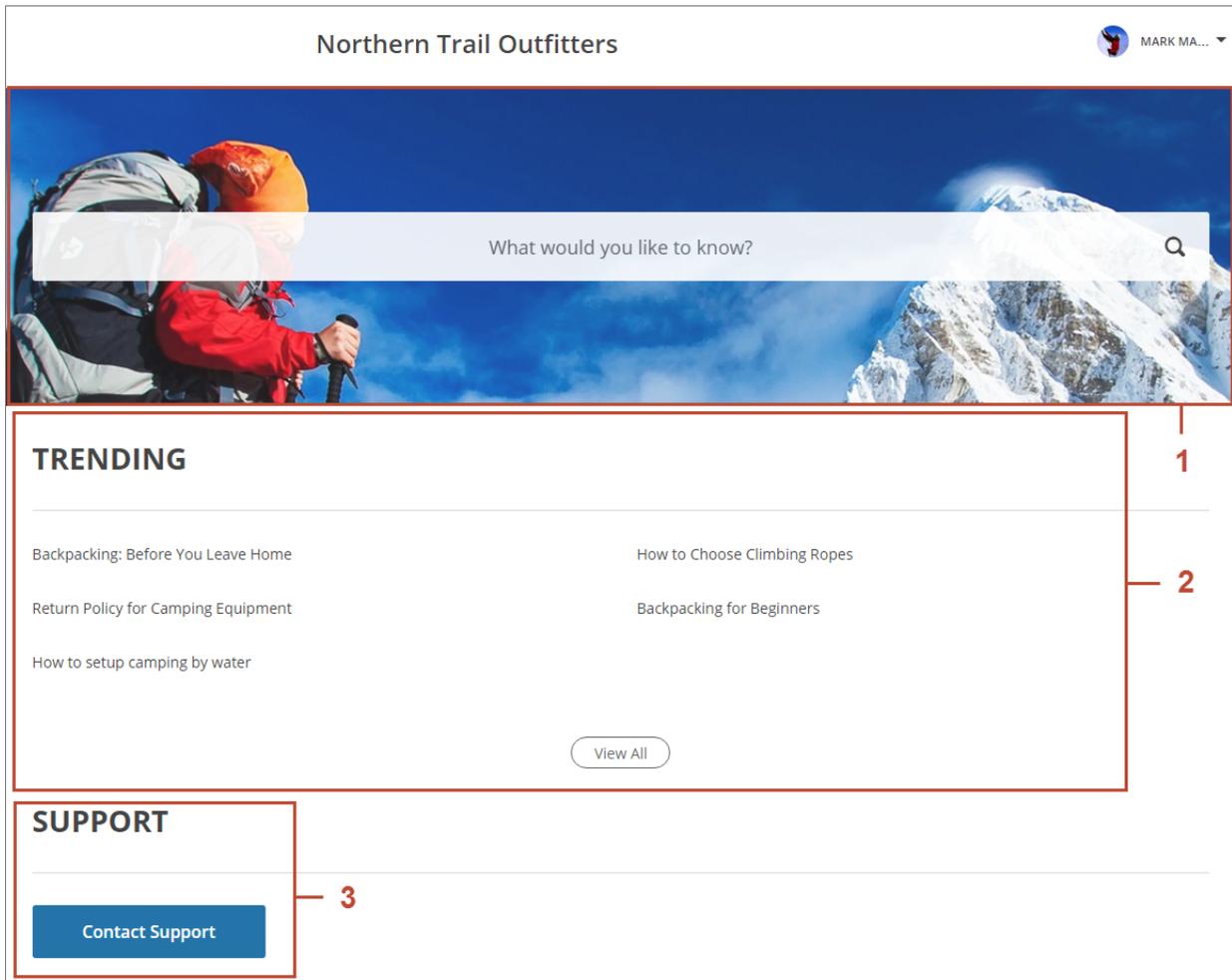
Case Detail



This page contains the following components:

- [Case Highlights](#) (1) requires no setup.
- [Case Status Button](#) (2) requires no setup, but lets you specify label text for the status button.
- [Case Detail](#) (3) requires no setup.
- [Case Attachments](#) (4) requires no setup.
- [Case Chatter Publisher](#) (5) lets users create Chatter posts on cases, check case status, and upload attachments from any of their devices. If you're using Basic Case Detail as your active case detail page, users see the [Case Publisher](#) component instead.
- [Case Feed](#) (6) displays a Chatter feed of all case interactions, including Chatter posts, case emails, questions related to the case, and attachments. If you're using Basic Case Detail as your active case detail page, users see the [Case Comments](#) component instead. Make sure to enable the community case feed to expose case interactions in the feed.

Category Home



This page contains the following components:

- [Featured Search](#) (1) requires no setup, and lets you specify the number of articles and auto-query suggestions to return. You can also change the placeholder text for the search box and choose not to display a background image for the search box.
-  **Note:** Featured Search in the Home page uses the expression `{ !Site.TopLevelCategory }` to search based on the top-level category, while Featured Search in the other pages uses the expression `{ !category }` to search within the current category.
- [Trending Articles](#) (2) requires no setup, but lets you specify the number of categories and articles display. You can also change the title of the component.
- [Contact Support](#) (3) requires no setup, and lets you change the title of the component and the text for the button label.

Contact Support

Northern Trail Outfitters

MARK MA...

EMAIL CUSTOMER SUPPORT

Subject

Description

Add Attachment

SUBMIT

NEED ANSWERS FAST?
Check out these articles...

Backpacking: Before You Leave Home
Aug 31, 2014

How to Choose Climbing Ropes
Aug 3, 2015

How to Choose Snowboard Boots
May 14, 2015

Return Policy for Camping Equipment
May 11, 2015

Backpacking for Beginners
Aug 31, 2014

This page contains the following components:

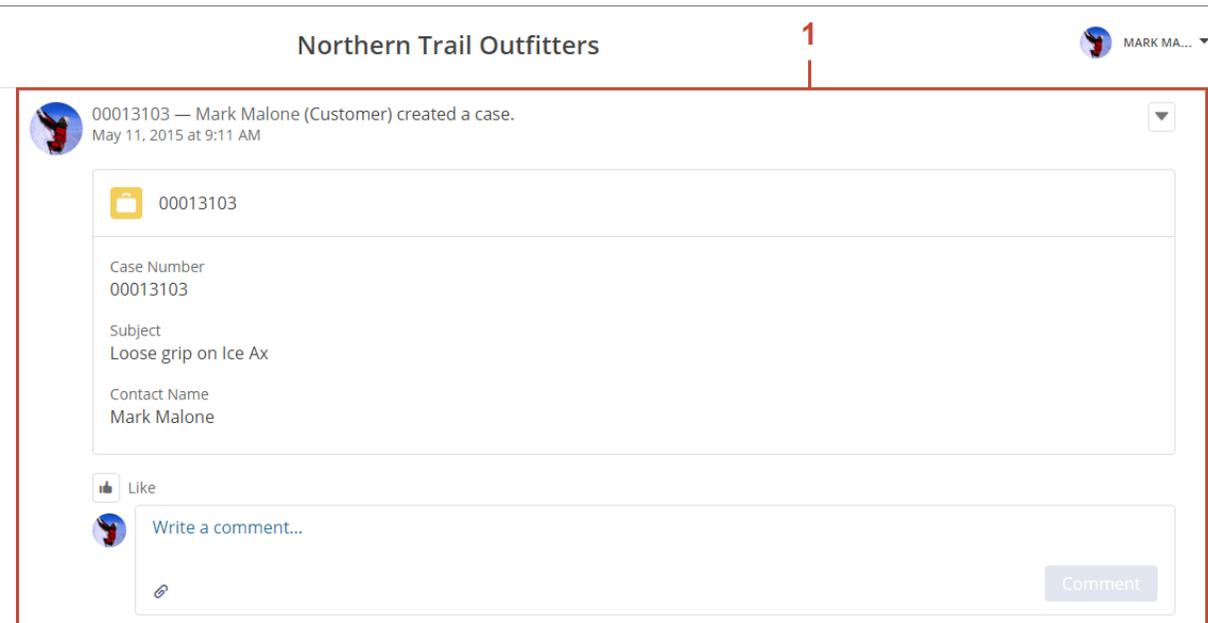
- [Case Creation](#) (1) requires no setup for authenticated users, but lets you change label text and enable authenticated users to attach files to the case. This component searches text as it's being entered into a case, and displays articles based on the typed text. To let guest users create cases, you'll need to set up Web-to-Case and create a case publishing action for guest users. You can also protect your community from spammers by adding a reCAPTCHA widget that guest users must complete before they create a case.

Error

Oops, something went wrong. Please refresh the page and try again.

This page displays an error message that you configure by changing the text in a Content Block component.

Feed Detail



This page contains the following components:

- [Feed Item Detail](#) (1) displays the detailed view of an individual post or comment in the case feed, and isn't configurable.

Users reach the Feed Detail page by clicking the time stamp of an item in the case feed.

My Cases

Northern Trail Outfitters
1



Mark Malone ✎

Name Mark Malone

Title

Manager

Company Name

About Me

Email mmalone@outdoor.com

Phone

Cell

Fax

Address 150 Chestnut Street
Toronto, Ontario L4B 1Y3 Canada

MY CASES [Create Case](#)

Case Number	Contact Name	Subject	Status	Priority	Date/Time Opened	Case Owner Alias
00013103	Mark Malone	Loose grip on Ice Ax	New	Medium	5/11/2015 9:11 AM	
00013166	Mark Malone	Broken skis	New	Medium	5/21/2015 5:59 PM	
00013275	Mark Malone	Broken Tent	New	Medium	6/2/2015 3:35 PM	
00013470	Mark Malone	I can't get my stove star...	New	Medium	6/11/2015 8:42 AM	

⏪ ⏩ ⏴ ⏵ Page 1 of 1

2

This page contains the following components:

- [User Profile Header Detail](#) (1) displays a user's profile photo and contact information, and isn't configurable. Users see a Follow button on other users' profiles.
- [My Cases](#) (2) displays a user's list of cases. Only case numbers are clickable.

Search

The screenshot shows a search results page for 'Northern Trail Outfitters'. At the top right, there is a user profile for 'MARK MA...'. The page is divided into several sections:

- 1**: A search bar containing the text 'backpacking tips' and a magnifying glass icon.
- 2**: A list of search results. The first result is 'Backpacking for Beginners' with a sub-headline 'Backpacking: Before You Leave Home'. The second result is 'How to Choose Climbing Ropes'. The third result is 'How to Choose Snowboard Boots'.
- 3**: A 'Category Filter' sidebar with a list of categories: All (selected), Backpacking, Camping, Climbing, Expeditions, Hiking, Mountaineering, Running, Skiing, and Snowboarding.
- 4**: An 'Article Type' sidebar with a list of article types: All (selected), Blog, FAQ, and How To.

This page contains the following components:

- [Featured Search](#) (1) requires no setup, and lets you specify the number of articles and auto-query suggestions to return. You can also change the placeholder text for the search box and choose not to display a background image for the search box.
 - 📌 **Note:** Featured Search in the Home page uses the expression `{ !Site.TopLevelCategory }` to search based on the top-level category, while Featured Search in the other pages uses the expression `{ !category }` to search within the current category.
- [Article List](#) (2) requires no setup, but lets you specify how many articles appear in the list of returned articles.
- [Category Filter](#) (3) requires no setup.
- [Article Type Filter](#) (4) requires no setup.

Koa Template's Pages

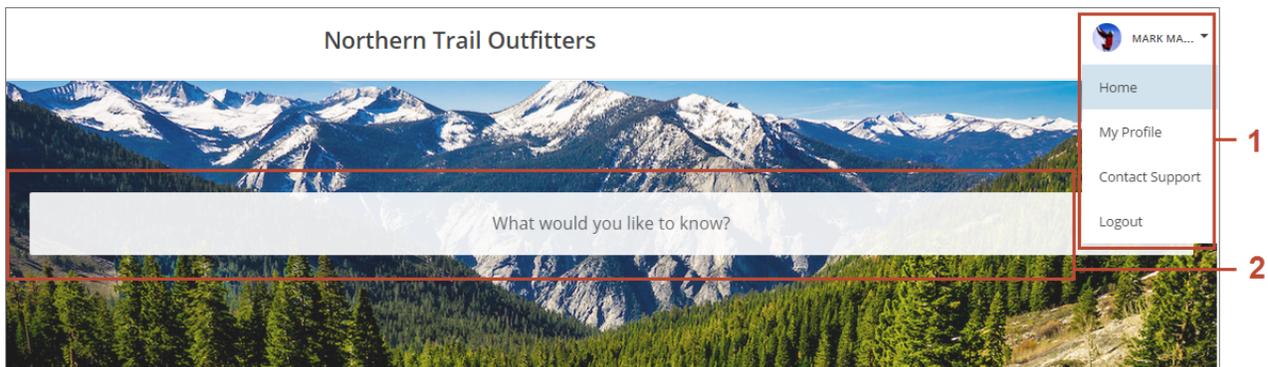
The Koa template is optimized for mobile users by relying on text to let your users search for articles. Your customers can browse and search your articles based on data categories, and can view trending articles for each of the categories in the community. The template has a drop-down menu in the header that lets users view their profile, contact support, and log out of the community.

This section highlights each page of the Koa template and includes a summary of the components that are contained in each page.



Note: To use this template, you must first enable and set up Salesforce Knowledge. Contact Salesforce if you need to add Knowledge licenses.

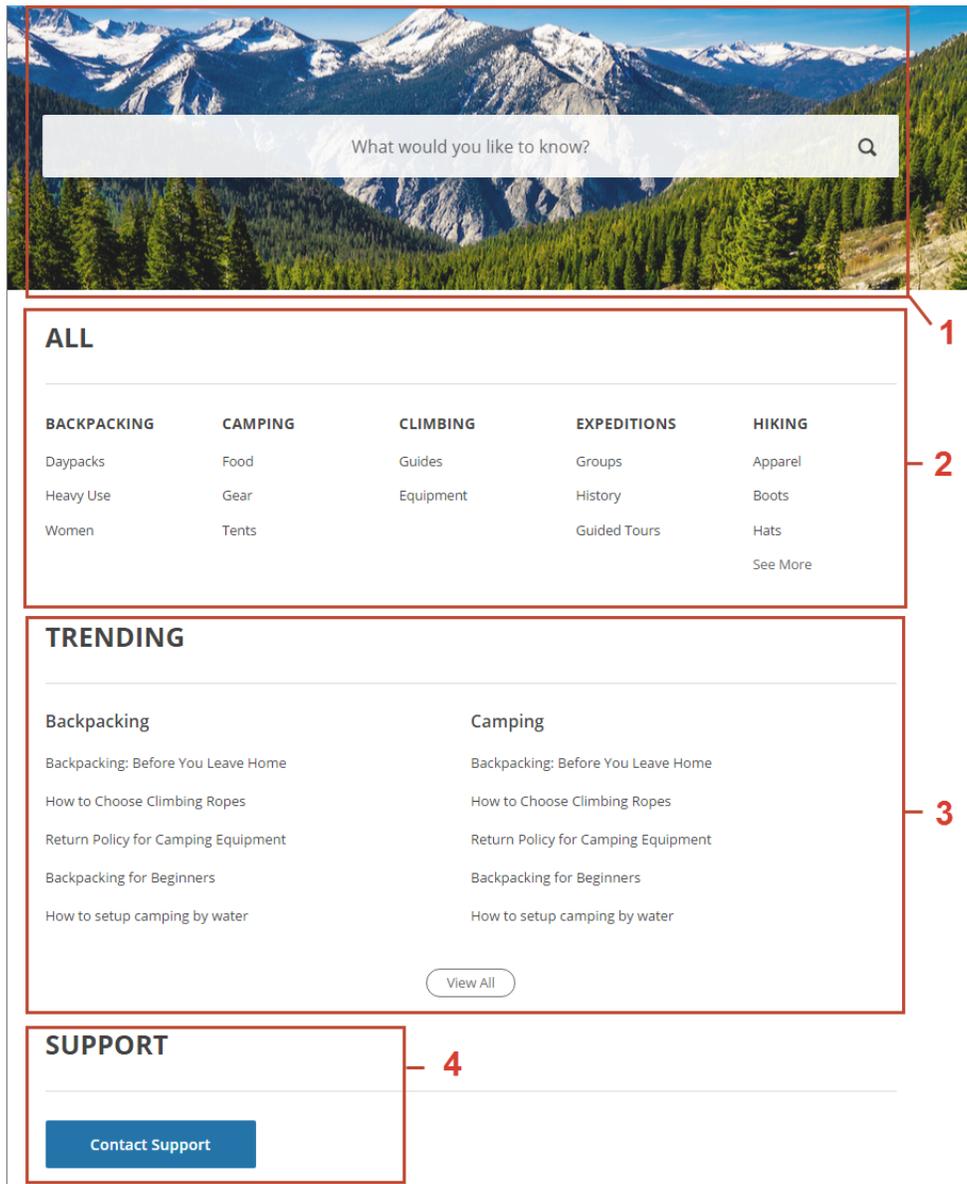
Shared Components



All pages in the Koa template include the following components:

- [Profile Header](#) (1) displays a user's name (or nickname) and profile picture with a drop-down that lets users navigate to and manage their profile, contact support, and log out.
- [Search](#) (2) lets users search articles within the context of the page they're viewing.

Home

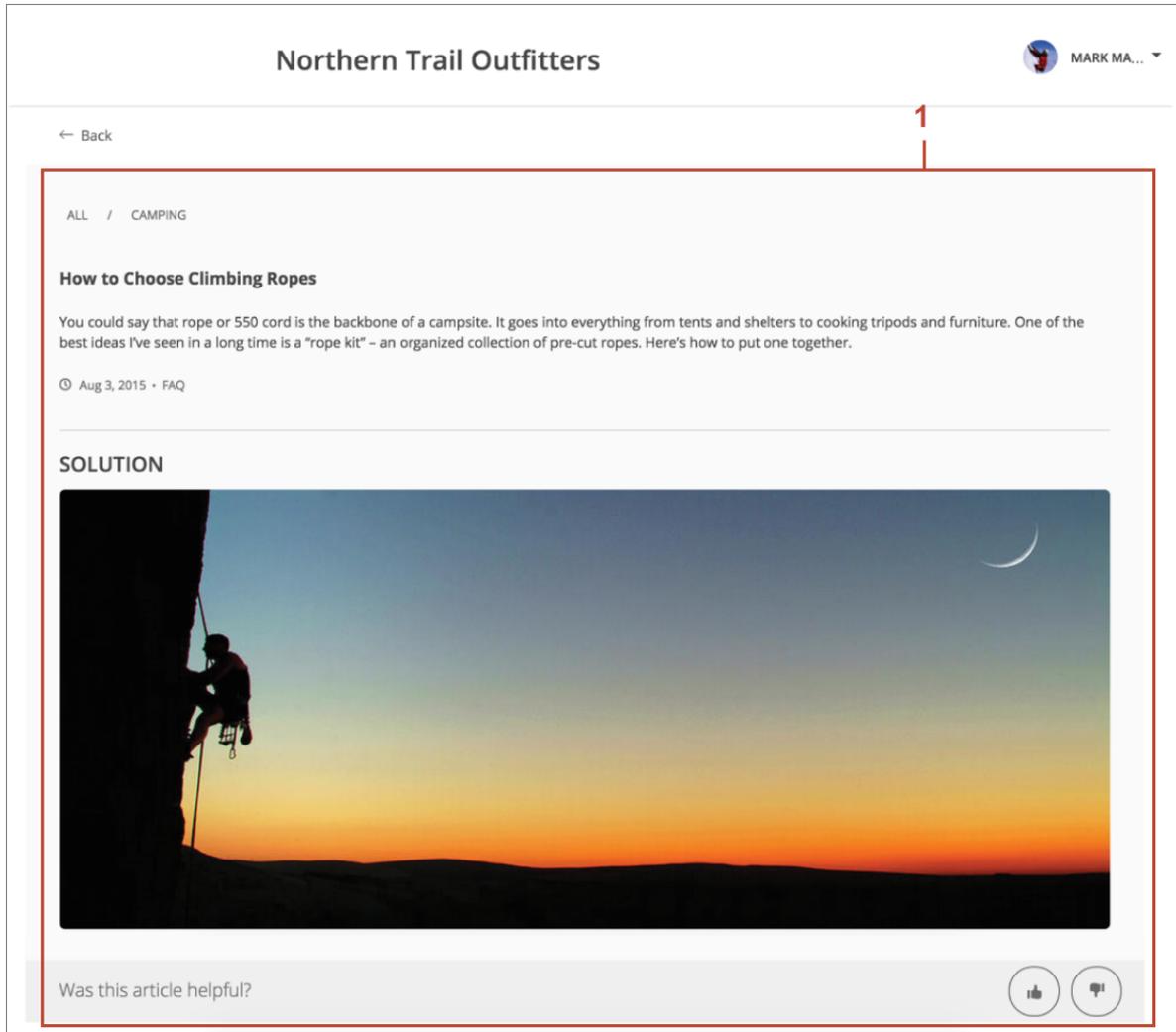


This page contains the following components:

- [Featured Search](#) (1) requires no setup, and lets you specify the number of articles and auto-query suggestions to return. You can also change the placeholder text for the search box and choose not to display a background image for the search box.
 - **Note:** Featured Search in the Home page uses the expression `{ !Site.TopLevelCategory }` to search based on the top-level category, while Featured Search in the other pages uses the expression `{ !category }` to search within the current category.
- [Expanded Category Navigation](#) (2) requires no setup, but lets you specify the numbers of categories and subcategories that display on the page. You can also change the title text for the component.
- [Trending Articles](#) (3) requires no setup, but lets you specify the numbers of categories and articles that display on the page. You can also change the title text for the component.

- [Contact Support](#) (4) requires no setup, but lets you change the title of the component and text for the button label.

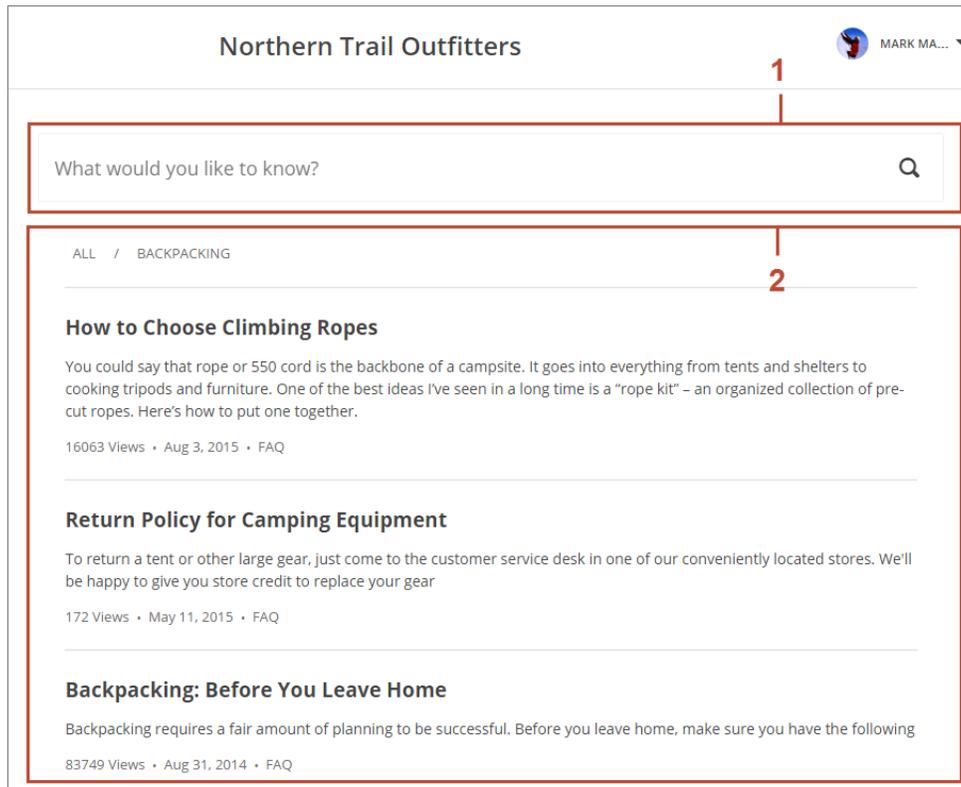
Article Detail



This page contains the following components:

- [Article View](#) (1) requires no setup.

Article List



This page contains the following components:

- [Featured Search](#) (1) requires no setup, and lets you specify the number of articles and auto-query suggestions to return. You can also change the placeholder text for the search box and choose not to display a background image for the search box.
-  **Note:** Featured Search in the Home page uses the expression `{ !Site.TopLevelCategory }` to search based on the top-level category, while Featured Search in the other pages uses the expression `{ !category }` to search within the current category.
- [Article List](#) (2) requires no setup, but lets you specify how many articles appear in the list of returned articles.

Case Detail

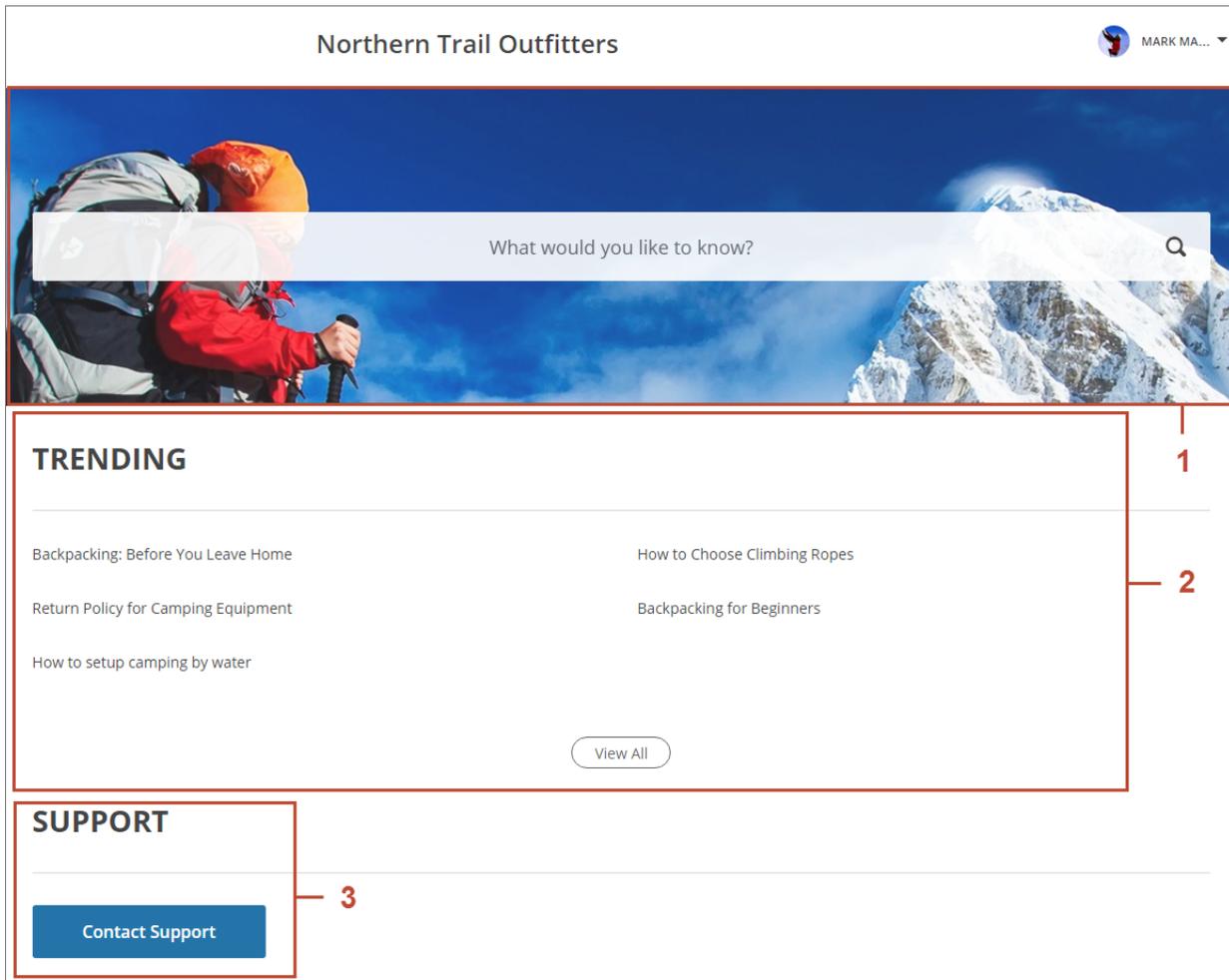
The screenshot shows a case detail page for 'Northern Trail Outfitters'. The page layout includes a header with the company name and a user profile (MARK MA...). Below the header, there are several components highlighted with red boxes and numbered callouts:

- 1**: A dark blue box containing the case title 'Loose grip on Ice Ax', status 'Medium', and ID '00013103'.
- 2**: A green button labeled 'Close Case'.
- 3**: A section titled 'CASE DETAILS' containing a 'New Section' header, a 'Subject' field with the text 'Loose grip on Ice Ax', and a 'Description' field with the text 'The grip on my ice ax has come loose and View All'.
- 4**: A section titled 'ATTACHMENTS (0)' with the text 'No attachments.'.
- 5**: A text input field labeled 'Write a new post...' with a 'Post' button.
- 6**: A Chatter feed showing two posts: one from Peter White (Service Cloud) dated August 21, 2015, and one from Mark Malone (Customer) dated May 11, 2015, with a 'View more details' link.

This page contains the following components:

- [Case Highlights](#) (1) requires no setup.
- [Case Status Button](#) (2) requires no setup, but lets you specify label text for the status button.
- [Case Detail](#) (3) requires no setup.
- [Case Attachments](#) (4) requires no setup.
- [Case Chatter Publisher](#) (5) lets users create Chatter posts on cases, check case status, and upload attachments from any of their devices. If you're using Basic Case Detail as your active case detail page, users see the [Case Publisher](#) component instead.
- [Case Feed](#) (6) displays a Chatter feed of all case interactions, including Chatter posts, case emails, questions related to the case, and attachments. If you're using Basic Case Detail as your active case detail page, users see the [Case Comments](#) component instead. Make sure to enable the community case feed to expose case interactions in the feed.

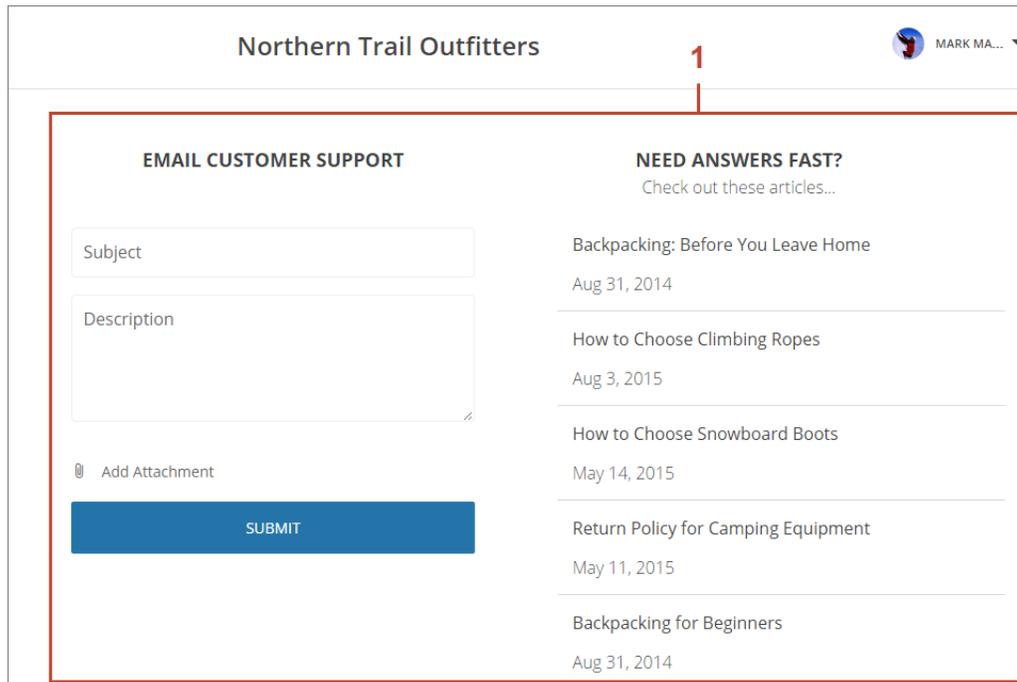
Category Home



This page contains the following components:

- [Featured Search](#) (1) requires no setup, and lets you specify the number of articles and auto-query suggestions to return. You can also change the placeholder text for the search box and choose not to display a background image for the search box.
-  **Note:** Featured Search in the Home page uses the expression `{ !Site.TopLevelCategory }` to search based on the top-level category, while Featured Search in the other pages uses the expression `{ !category }` to search within the current category.
- [Expanded Category Navigation](#) (2) requires no setup, but lets you specify the numbers of categories and sub-categories that display on the page. You can also change the title text for the component.
- [Trending Articles](#) (3) requires no setup, but lets you specify the numbers of categories and articles that display on the page. You can also change the title text for the component.
- [Contact Support](#) (4) requires no setup, but lets you change the title of the component and text for the button label.

Contact Support



Northern Trail Outfitters

1

MARK MA...

EMAIL CUSTOMER SUPPORT

Subject

Description

Add Attachment

SUBMIT

NEED ANSWERS FAST?

Check out these articles...

- Backpacking: Before You Leave Home
Aug 31, 2014
- How to Choose Climbing Ropes
Aug 3, 2015
- How to Choose Snowboard Boots
May 14, 2015
- Return Policy for Camping Equipment
May 11, 2015
- Backpacking for Beginners
Aug 31, 2014

This page contains the following components:

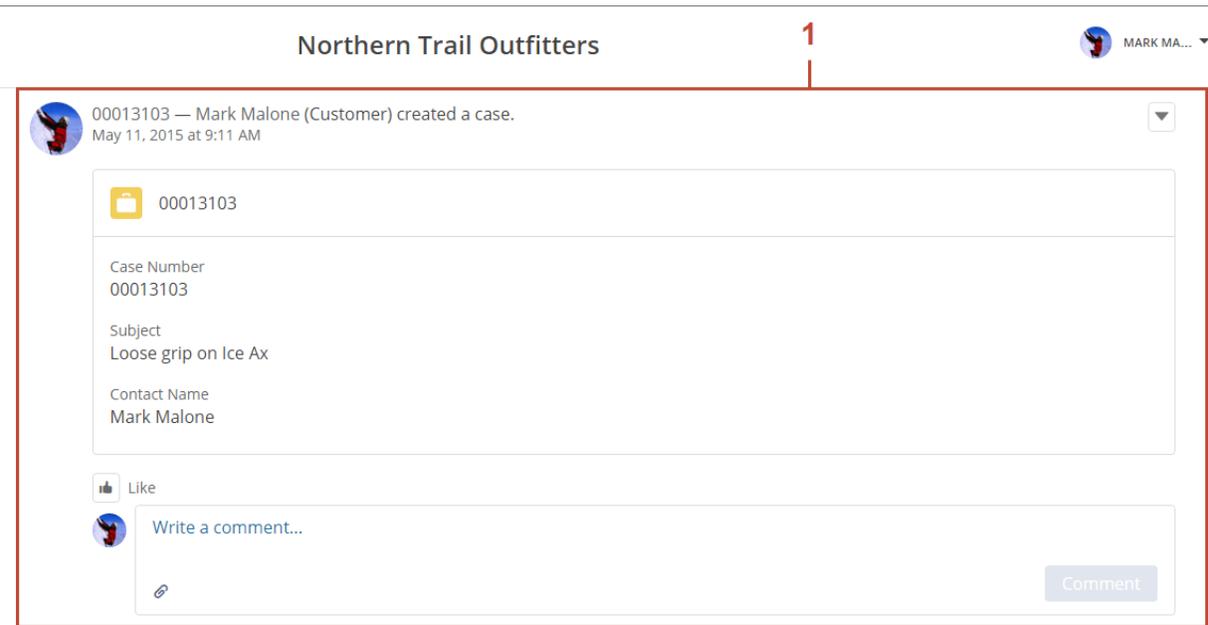
- [Case Creation](#) (1) requires no setup for authenticated users, but lets you change label text and enable authenticated users to attach files to the case. This component searches text as it's being entered into a case, and displays articles based on the typed text. To let guest users create cases, you'll need to set up Web-to-Case and create a case publishing action for guest users. You can also protect your community from spammers by adding a reCAPTCHA widget that guest users must complete before they create a case.

Error

Oops, something went wrong. Please refresh the page and try again.

This page displays an error message that you configure by changing the text in a Content Block component.

Feed Detail



This page contains the following components:

- [Feed Item Detail](#) (1) displays the detailed view of an individual post or comment in the case feed, and isn't configurable.

Users reach the Feed Detail page by clicking the time stamp of an item in the case feed.

My Cases

Northern Trail Outfitters
1



Mark Malone ✎

Name Mark Malone

Title

Manager

Company Name

About Me

Email mmalone@outdoor.com

Phone

Cell

Fax

Address 150 Chestnut Street
Toronto, Ontario L4B 1Y3 Canada

MY CASES
[Create Case](#)

Case Number	Contact Name	Subject	Status	Priority	Date/Time Opened	Case Owner Alias
00013103	Mark Malone	Loose grip on Ice Ax	New	Medium	5/11/2015 9:11 AM	
00013166	Mark Malone	Broken skis	New	Medium	5/21/2015 5:59 PM	
00013275	Mark Malone	Broken Tent	New	Medium	6/2/2015 3:35 PM	
00013470	Mark Malone	I can't get my stove star...	New	Medium	6/11/2015 8:42 AM	

⏪ ⏩ Page 1 of 1

2

This page contains the following components:

- [User Profile Header Detail](#) (1) displays a user's profile photo and contact information, and isn't configurable. Users see a Follow button on other users' profiles.
- [My Cases](#) (2) displays a user's list of cases. Only case numbers are clickable.

Search

The screenshot shows a search results page for 'Northern Trail Outfitters'. At the top right, there is a user profile for 'MARK MA...'. The page is divided into several sections:

- 1**: A search bar containing the text 'backpacking tips' and a search icon.
- 2**: A list of search results. The first result is 'Backpacking for Beginners' with a sub-headline 'Backpacking: Before You Leave Home'. The second result is 'How to Choose Climbing Ropes'. The third result is 'How to Choose Snowboard Boots'.
- 3**: A 'Category Filter' sidebar with a list of categories: All, Backpacking, Camping, Climbing, Expeditions, Hiking, Mountaineering, Running, Skiing, and Snowboarding.
- 4**: An 'Article Type' sidebar with a list of article types: All, Blog, FAQ, and How To.

This page contains the following components:

- [Featured Search](#) (1) requires no setup, and lets you specify the number of articles and auto-query suggestions to return. You can also change the placeholder text for the search box and choose not to display a background image for the search box.
 - **Note:** Featured Search in the Home page uses the expression `{ !Site.TopLevelCategory }` to search based on the top-level category, while Featured Search in the other pages uses the expression `{ !category }` to search within the current category.
- [Article List](#) (2) requires no setup, but lets you specify how many articles appear in the list of returned articles.
- [Category Filter](#) (3) requires no setup.
- [Article Type Filter](#) (4) requires no setup.

Napili Template's Pages

Napili is a powerful support community template that lets your customers post questions to the community and search for and view articles. If they don't find what they're looking for, they can contact a support agent.

This template takes it to the next level by adding discussions and suggested articles to your support community. When customers type a question in the search text box, the results include articles and similar questions that are based on matches with the typed text. If the answer isn't in the results, they can get help from the community by asking a question—letting community experts discuss the issue and provide a solution. And if they decide to contact customer support, they're shown a list of suggested articles based on keywords from the case subject and description. So there's an excellent chance they can find an answer without needing to create a support case. And like the other self-service community templates, your customers can use any device with a consistent user experience every time.

Both guest users and logged-in users can access articles, search and view discussions, and contact agents through official support channels. When they log in to the community, they're also able to ask questions and participate in discussions in the feed. Members in the community can answer questions in the community, just like commenting on a post in Chatter. The person who asked the question or the question's moderator can select a best answer—which is prominently displayed in the feed—allowing other users to quickly and easily find the best response to their question.

Napili has an enhanced profile and navigation experience for logged-in users, as well. From the profile menu, users can quickly access their profile details, Chatter feed and list of cases, and contact customer support. Users with permissions to create or manage the community can also access community management and setup pages directly from the profile menu. Users can edit their contact information and profile photo directly from their profile details. They can view statistics, such as how many posts and comments they've made and how many people they're following and are following them. User profiles also show user nicknames and reputation levels if they're enabled in the community.

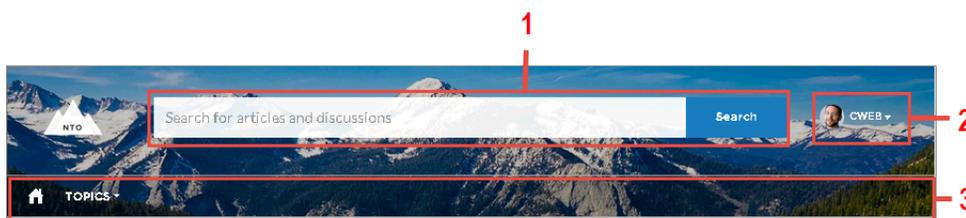
The Napili template adds the flexibility of topics to organize your community. Topics help you structure a community to quickly guide members to the information that matters most. You can choose navigational topics to provide an easy way for customers to explore the community, and featured topics to highlight current conversations and issues. Trending topics and related topics let members find active discussions and popular content in the community. Member-created topics, meanwhile, let users organize information for each other, creating a personalized experience that boosts community engagement. When setting up the community, you or the community manager associate topics with existing data categories, so your articles appear in the appropriate topics in the community.

 **Note:** While the Napili template uses topics to display articles and questions, Knowledge articles are associated with data categories when they are created. To ensure that articles appear in the community, set data category visibility at the profile level for each category you associate with a topic. For instructions on setting default data category visibility, search for "Modifying Default Data Category Visibility" in the Salesforce help.

The User Settings menu lets users manage their personal settings directly in the Napili template. The My Settings menu is available in the profile header for authenticated users. The language, locale, and time zone settings let users localize the community so that they see everything in their own language. The profile visibility setting lets users determine if guest users who aren't logged in to the community can see their profile details. The email notification settings let users control when they receive email based on activity in the community.

This section highlights each page of the Napili template and includes a summary of the components that are contained in each page.

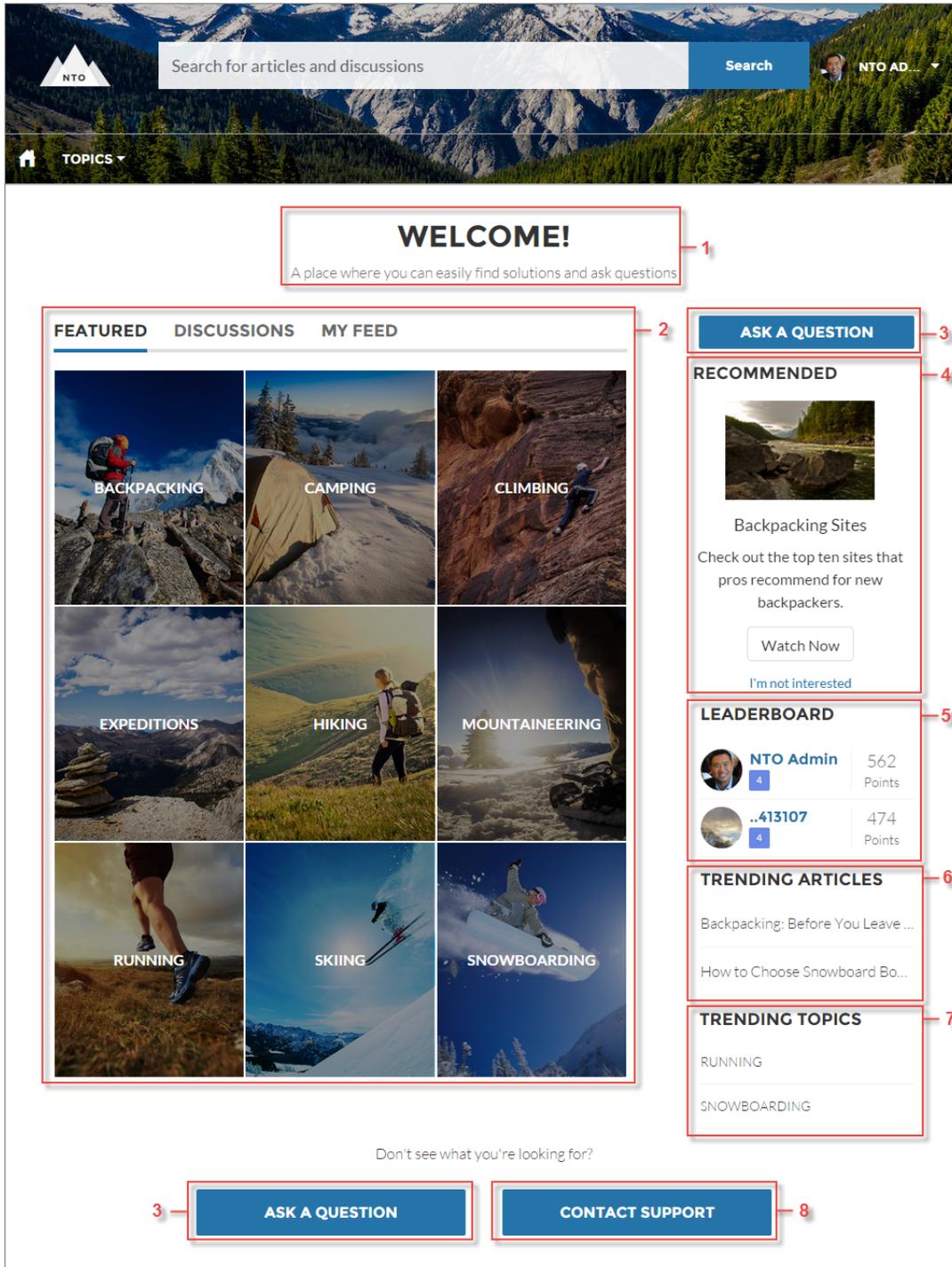
Shared Page Components



All pages in the Napili template include the template header, which consists of the following components:

- [Search Publisher](#) (1) lets your users search for articles and discussions as well as ask questions or contact support when they can't find the information they're looking for.
- [Profile Header](#) (2) displays a user's name (or nickname) and profile picture with a drop-down that lets users navigate to and manage their profile, contact support, and log out.
- [Navigation Bar](#) (3) lets users select different topics to browse and provides navigation back to the community home page. In Winter '16 and later releases, the Navigation Bar is replaced by the [Navigation Menu](#).

Home

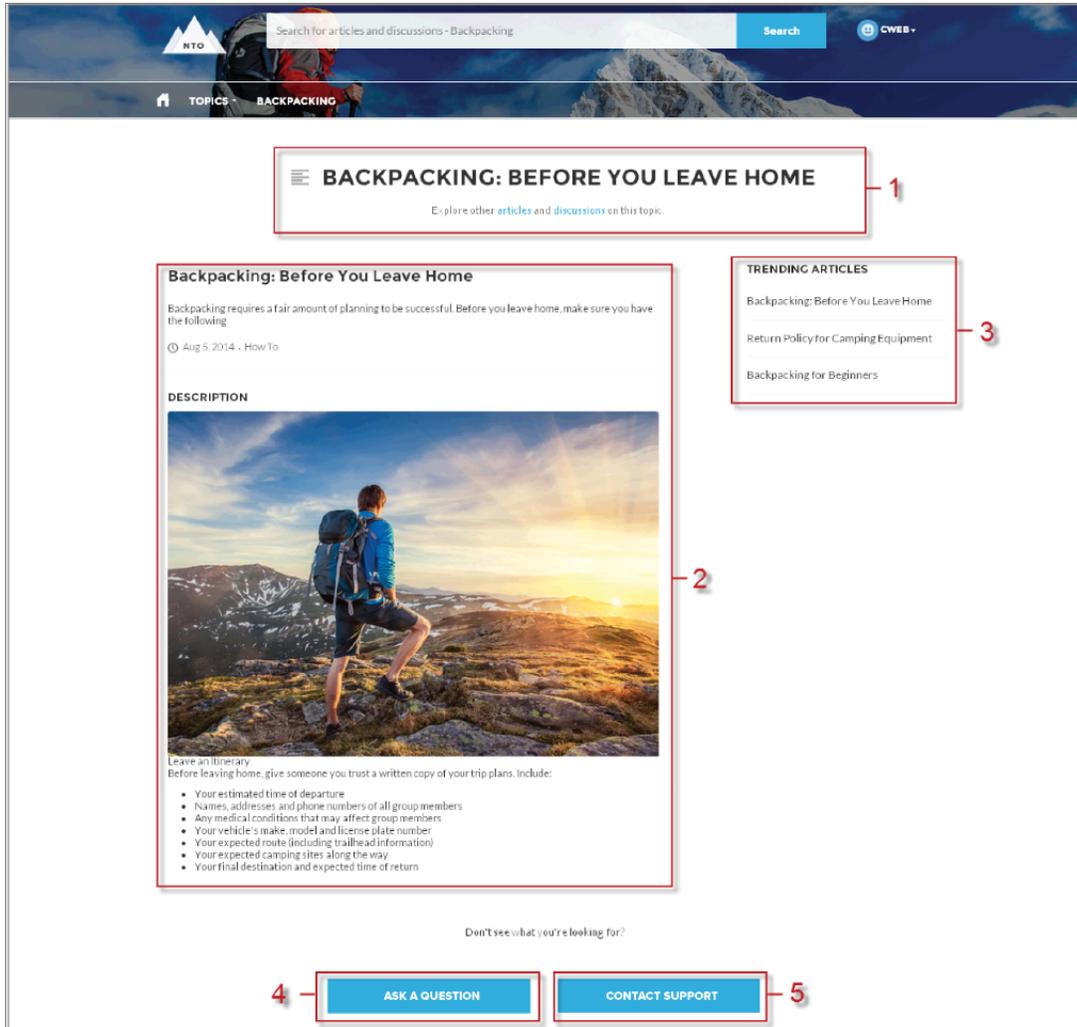


This page contains the following components:

- **Headline** (1) requires no setup, but lets you change the banner text for the links that go to pages showing discussions, topics, and articles.
- **Home Tabs** (2) requires no setup, but lets you change the labels for the articles and discussions on the home page.

- [Ask a Question](#) (3) requires no setup, but lets you change the button's label text.
- [Recommendations](#) (4) displays recommendations for your community.
- [Reputation Leaderboard](#) (5) displays a list of up to 15 community members with the highest reputation points.
- [Topic Trending Articles](#) (6) requires no setup, but lets you change the type of topics that appear.
- [Trending Topics](#) (7) displays the popular topics in your community.
- [Contact Support](#) (8) requires no setup, but lets you change the button's label text.

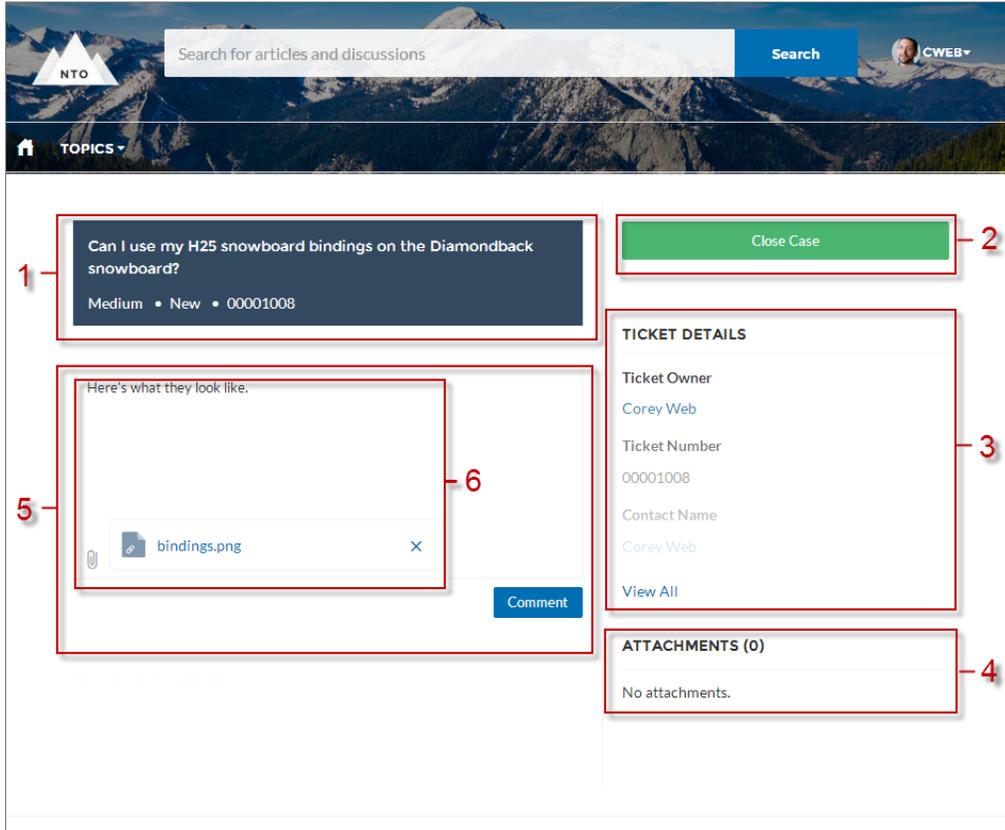
Article Detail



This page contains the following components:

- [Headline](#) (1) requires no setup, but lets you change the banner text for the links that go to pages showing discussions, topics, and articles.
- [Single Article View](#) (2) requires no setup.
- [Topic Trending Articles](#) (6) requires no setup, but lets you change the type of topics that appear.
- [Ask a Question](#) (4) requires no setup, but lets you change the button's label text.
- [Contact Support](#) (5) requires no setup, but lets you change the button's label text

Case Detail



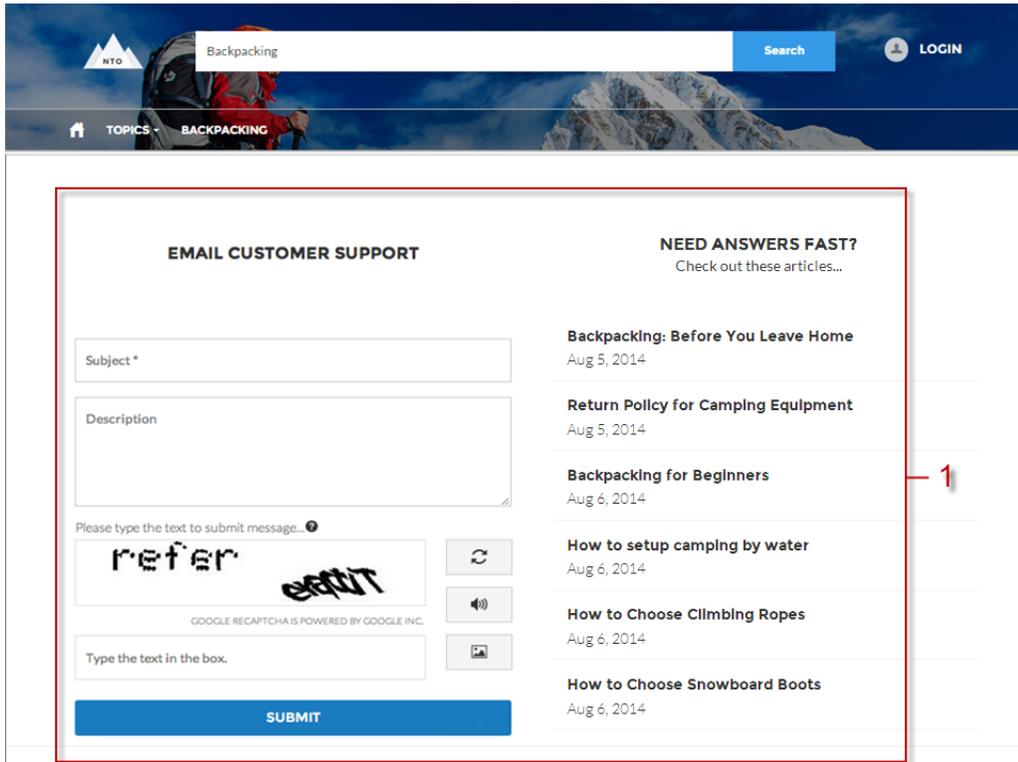
This page contains the following components:

- [Case Highlights](#) (1) requires no setup.
- [Case Status Button](#) (2) requires no setup, but lets you specify label text for the status button.
- [Case Detail](#) (3) requires no setup.
- [Case Attachments](#) (4) requires no setup.
- [Case Publisher](#) (5) requires no setup, but lets you specify label text for the title and the button. You can also change the placeholder text for the publisher and choose not to allow users to attach files.
- [Case Comments](#) (6) requires no setup.

If you enable the community case feed in your community, you'll replace the Case Comments and Case Publisher components with the Case Feed and Case Chatter Publisher components, respectively.

- [Case Chatter Publisher](#) lets customers create Chatter posts on cases, and must be added to the Case page as part of the community case feed setup process.
- [Case Feed](#) displays all case interactions in a chronological feed, including case posts, emails, and related questions. It must be added to the Case page as part of the community case feed setup process.

Contact Support



This page contains the following components:

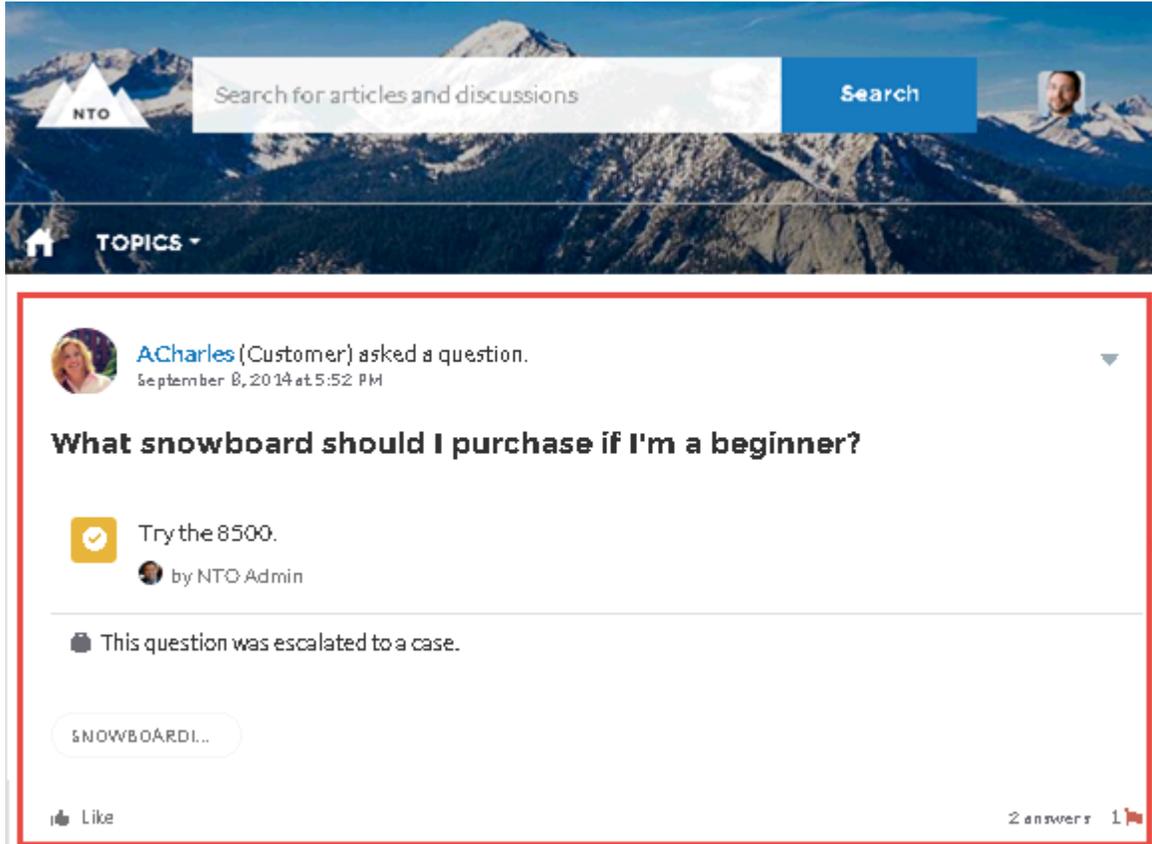
- [Case Creation](#) (1) requires no setup for authenticated users, but lets you change label text and enable authenticated users to attach files to the case. This component searches text as it's being entered into a case, and displays articles based on the typed text. To let guest users create cases, you'll need to set up Web-to-Case and create a case publishing action for guest users. You can also protect your community from spammers by adding a reCAPTCHA widget that guest users must complete before they create a case.

Error

Oops, something went wrong. Please refresh the page and try again.

This page displays an error message that you configure by changing the text in a Content Block component.

Feed Detail

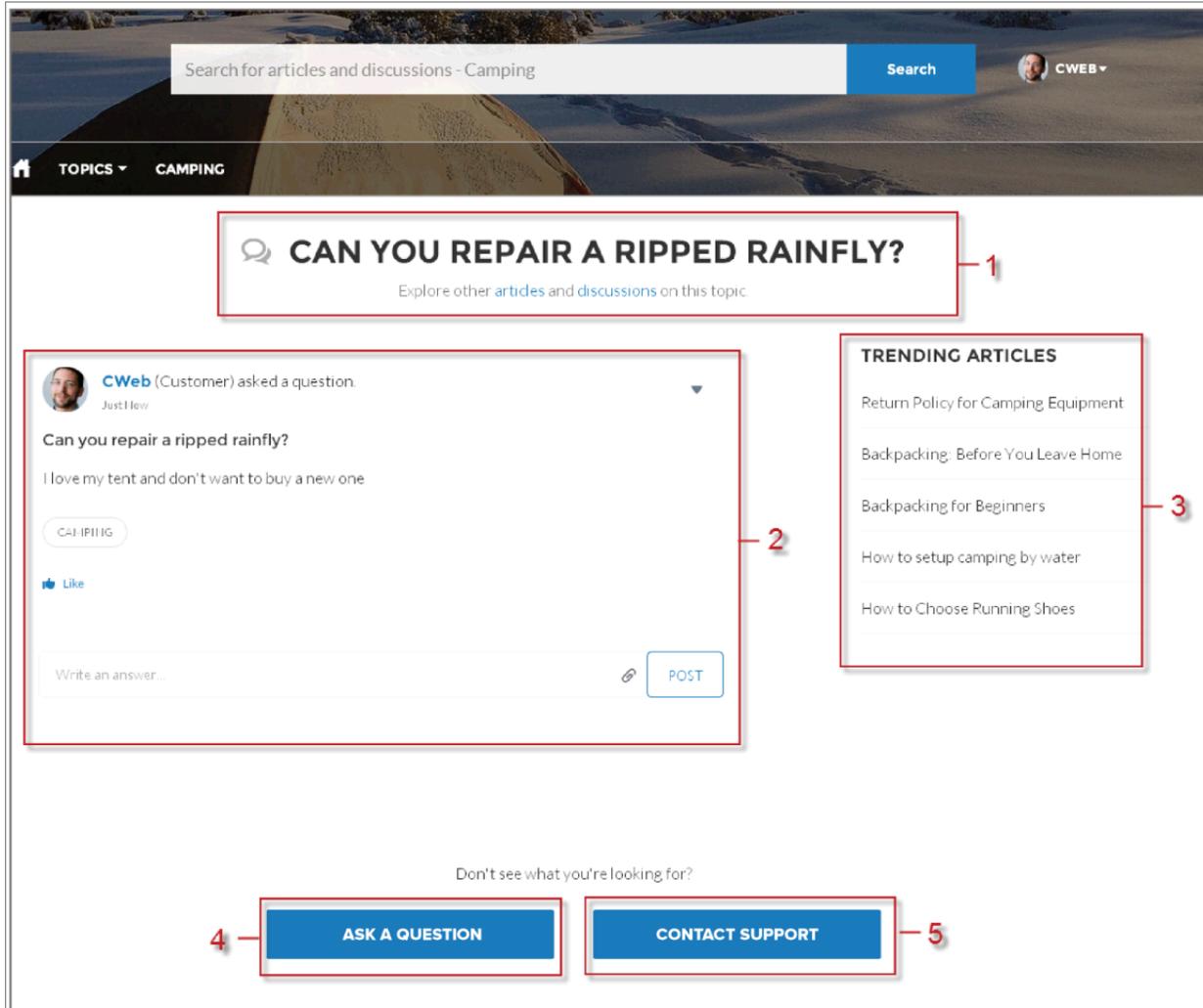


This page contains the following components:

- [Feed Item Detail](#) (1) displays the detailed view of an individual post, comment, or question in the community feed, and isn't configurable.

Users reach the Feed Detail page by clicking a feed item's time stamp.

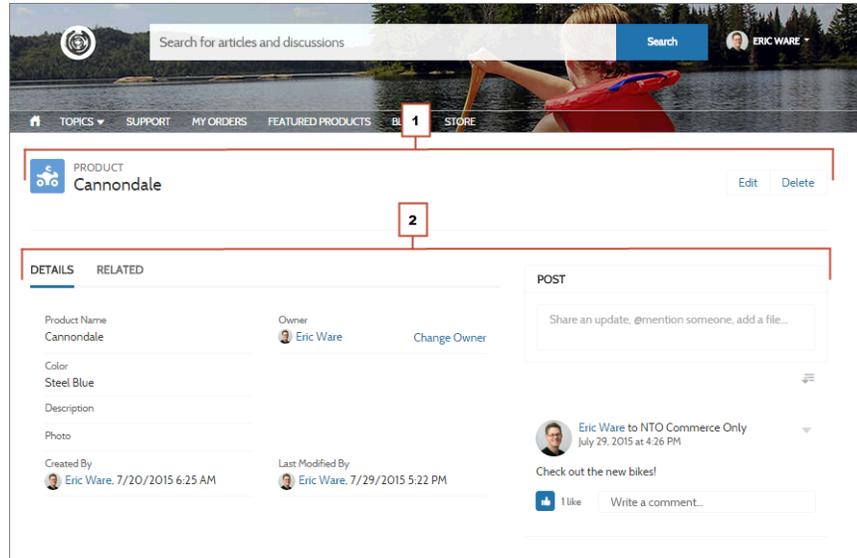
Question Detail



This page contains the following components:

- [Headline](#) (1) requires no setup, but lets you change the banner text for the links that go to pages showing discussions, topics, and articles.
- [Feed Item Detail](#) (2) displays the detailed view of an individual post, comment, or question in the community feed, and isn't configurable.
- [Topic Trending Articles](#) (3) requires no setup, but lets you change the type of topics that appear.
- [Ask a Question](#) (4) requires no setup, but lets you change the button's label text.
- [Contact Support](#) (5) requires no setup, but lets you change the button's label text.

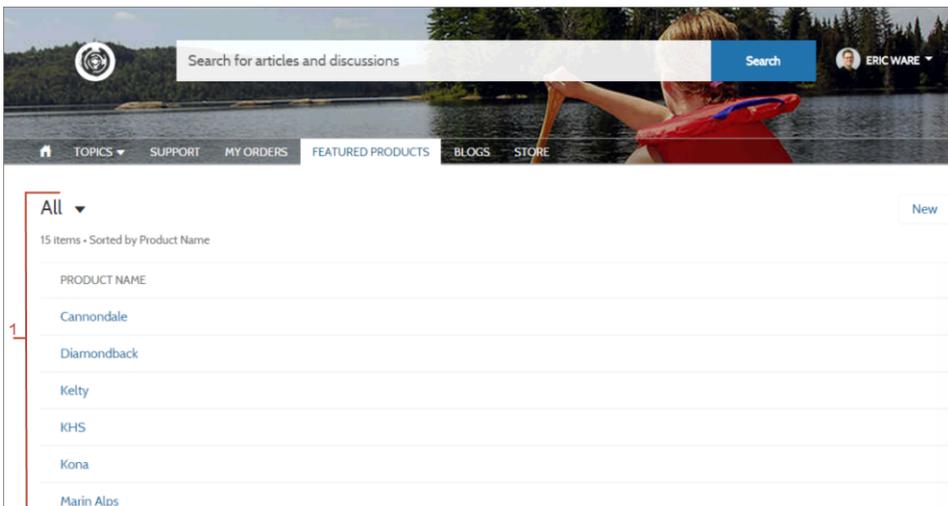
Record Detail



This page contains the following components:

- [Record Headline](#) (1) lets you view the record name and the buttons to edit and delete the record. You can modify the fields that display on this component by customizing the Highlights Panel layout for the object.
- [Record Information](#) (2) shows detailed information about a record, a list of related records, and the record feed.

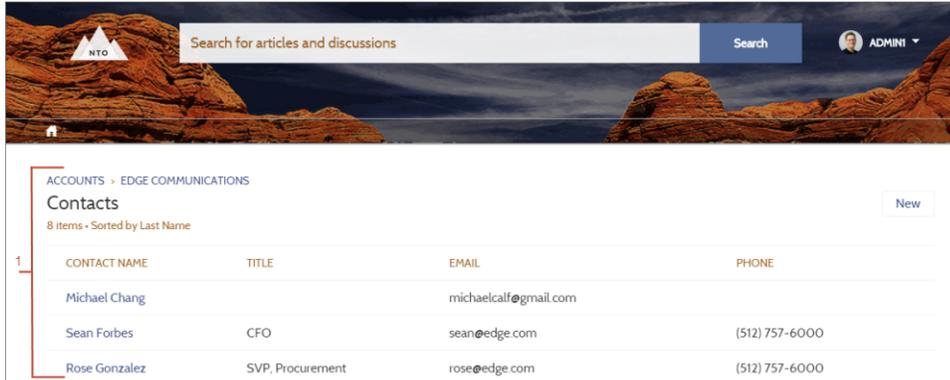
Record List



This page contains the following component:

- [Record Home List View](#) shows a list of records for an object. It also includes a button that allows community members with permissions to create new records.

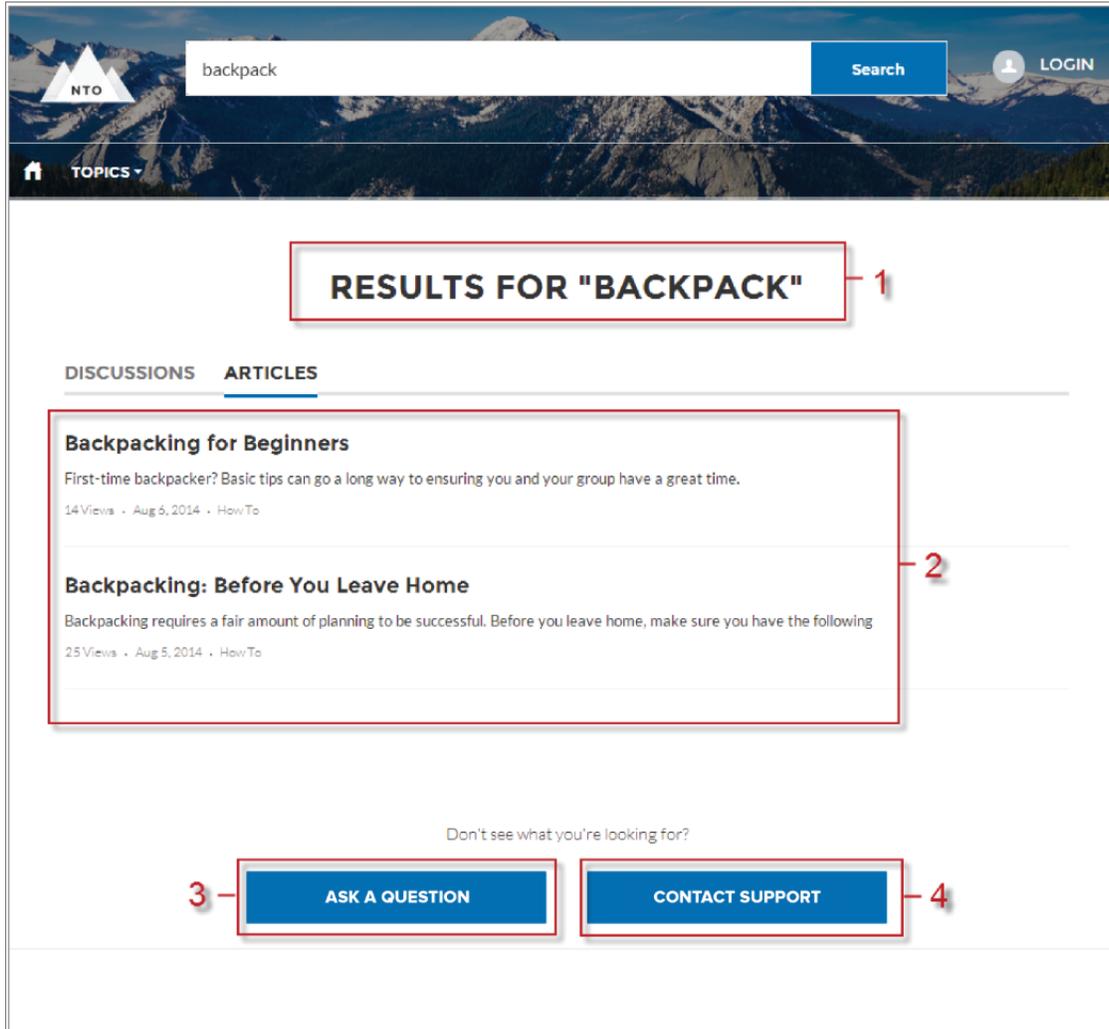
Related Record List



This page contains the following component:

- [Related Record List](#) (1) displays a list of records related to an object and a button that lets community members create new records of the same type. This page and component are not customizable.

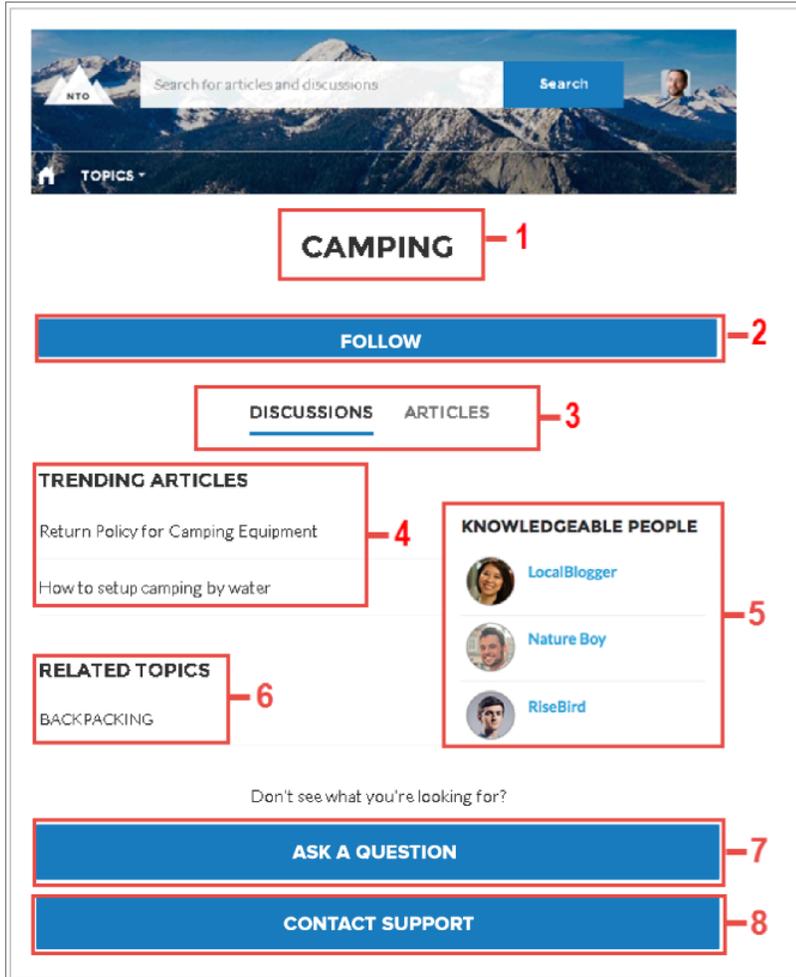
Search



This page contains the following components:

- [Headline](#) (1) requires no setup, but lets you change the banner text for the links that go to pages showing discussions, topics, and articles.
- [Results List](#) (2) requires no setup, but lets you change label text and whether the articles or discussions tab appears first.
- [Ask a Question](#) (3) requires no setup, but lets you change the button's label text.
- [Contact Support](#) (4) requires no setup, but lets you change the button's label text.

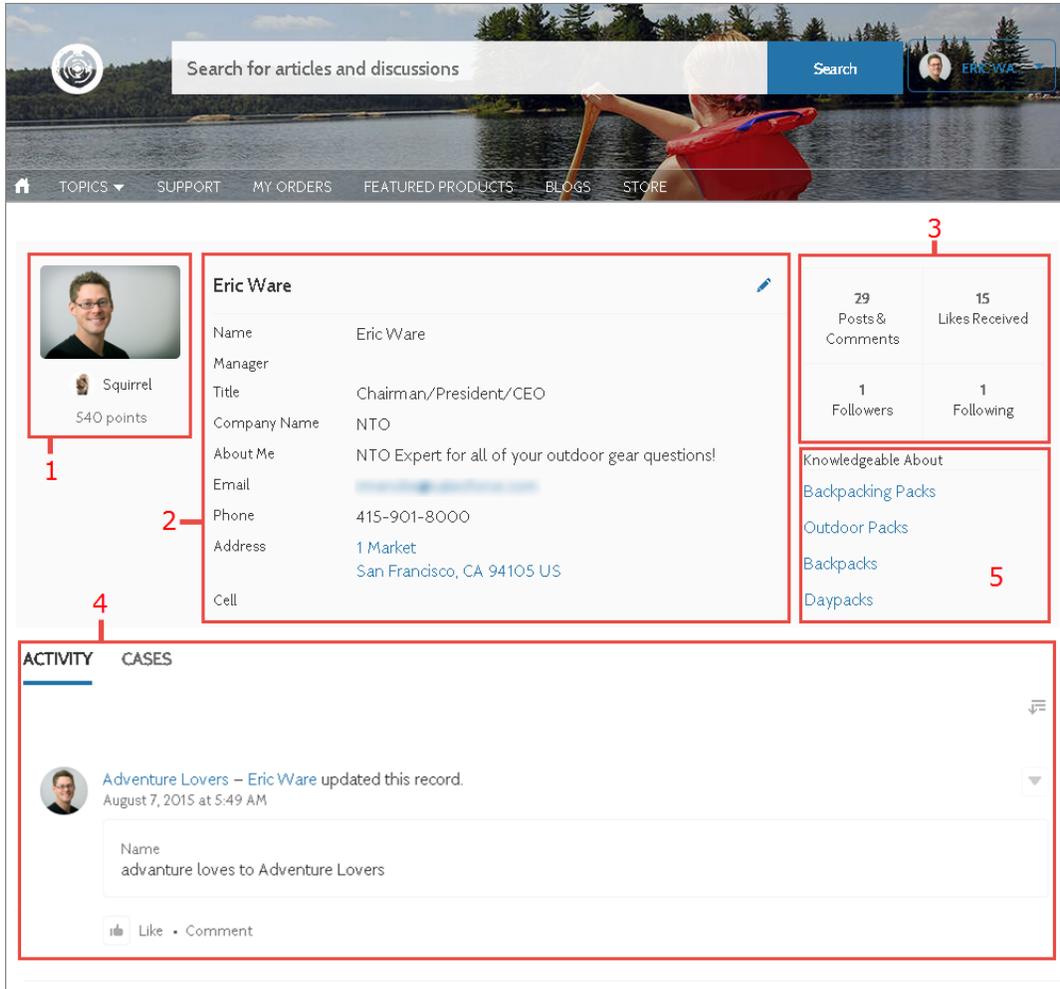
Topic Detail



This page contains the following components:

- [Headline](#) (1) requires no setup, but lets you change the banner text for the links that go to pages showing discussions, topics, and articles.
- [Follow Button](#) (2) displays a Follow button on other users' profiles.
- [Results List](#) (3) lets you change label text and whether the articles or discussions tab appears first.
- [Topic Trending Articles](#) (4) lets you change the type of topics that appear.
- [Knowledgeable People](#) (5) lets you change the label for the component and choose topics from which knowledgeable people are identified.
- [Related Topics](#) (6) lets you change the label for the component.
- [Ask a Question](#) (7) lets you change the button's label text.
- [Contact Support](#) (8) lets you change the button's label text.

User Profile



This page contains the following components:

- [User Profile Header](#) (1) displays a user's reputation level, reputation points, and profile photo, and isn't configurable.
- [Follow Button](#) (not shown) displays a Follow button on other users' profiles.
- [User Profile Detail](#) (2) displays a user's contact information and isn't configurable.
- [User Profile Stats](#) (3) displays a user's Chatter statistics in the community including number of posts and comments, number of likes received, number of people following, and number of people following them.
- [User Profile Tabs](#) (4) displays tabs showing a user's Chatter Activity and Cases. When viewing another users' profile, users see only the Activity tab.
- [User Profile Knowledgeable About](#) (5) displays topics a user has expertise about. This component is available in Winter '16 and later.

In Winter '16 and later, the User Profile page could alternatively use the [User Profile Body](#) component which includes the [User Profile Header](#), [Follow Button](#), [User Profile Detail](#), [User Profile Stats](#), and [User Profile Knowledgeable About](#) components.

User Settings

MY SETTINGS

LOCATION

Language: English

Locale: English (United States)

Time Zone: (GMT-07:00) Pacific Daylight Time (A)

PROFILE VISIBILITY

Choose to show profile details to guest users who aren't logged into the community.

Make profile public [?](#)

EMAIL NOTIFICATIONS

Choose to receive emails so that you don't miss important updates.

Receive emails

Email me when someone...

Follows me

Likes a post or a comment I made

Comments on my status or a change I made

Comments on a post on my profile

Consents after me

Consents on an item I bookmarked

Consents on an item I like

Mentions me in a post

Mentions me in a comment

Posts on one of my cases

This page contains the following components:

- [User Settings](#) requires no setup, but lets users choose their language, location, and time zone. Additionally, they can determine if guest users who aren't logged in to the community can view their profile details. Lastly, users can choose which activities they want to receive email about.

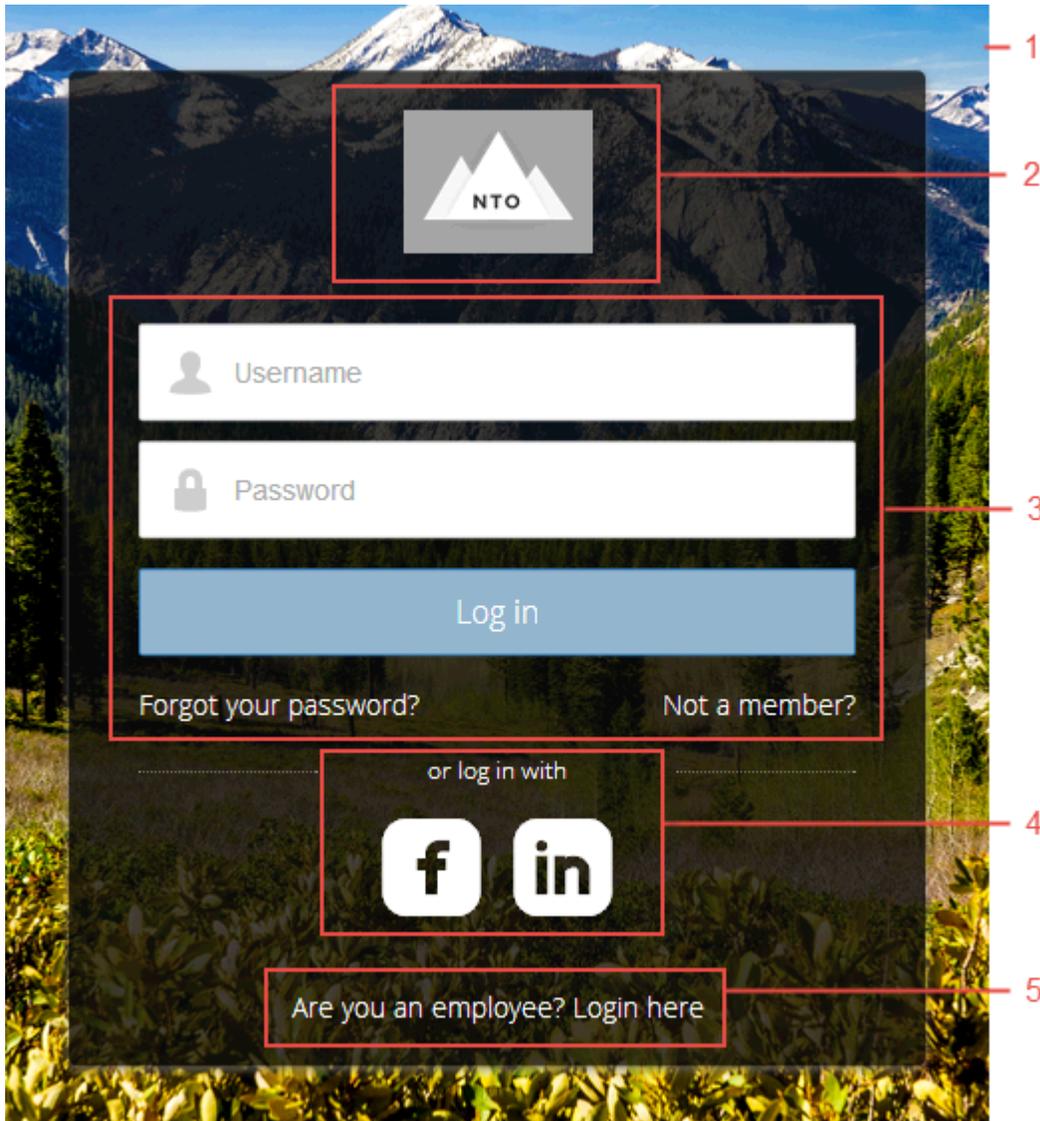
Login Template's Pages

The Login template provides a single-page application for a customized user login experience that can include your company's branding. To use this template, select the "Add a Custom Login Page" checkbox when you choose your community template, such as Kokua, Kona, or Napili. This template gives users advanced login options to change their password, complete a self-registration form as a new user, or log in with a third-party account. Users who log in to your community by using single sign-on do not see this login page.

There are several ways to customize the login page for your community. For more information about login settings and customizing the page, see [Getting Started with Communities](#).

This section highlights each page of the Login template and includes a summary of the components that are contained in each page.

Login Home

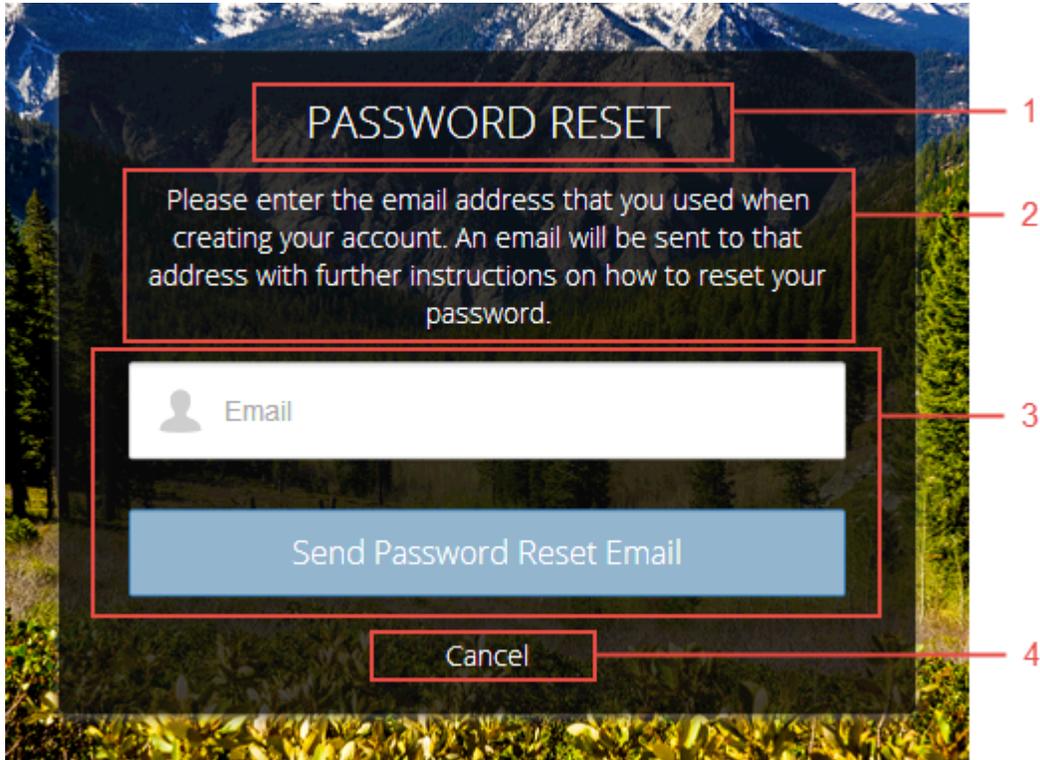


This page contains the following components:

- [Background](#) (1) gives your community's login pages a unique appearance.
- [Community Logo](#) (2) identifies your community brand. This is set in the Administration Settings for the community. For more information, see "Customizing Communities Login" in [Getting Started with Communities](#).
- [Login Form](#) (3) allows users to provide their username and password. This form includes links to the Forgot Password and Self Register pages (3) so that users who are having trouble logging in or who don't have current accounts have a self-service option within this page. If the community administrator deselects the username and password checkbox on the **Administration > Login & Registration** page in Community Management, the Login Form won't appear in the published community. For more information, see "Customizing Communities Login" in [Getting Started with Communities](#).

- [Social Login](#) (4) gives users the ability to log in by using their accounts from identity providers such as Facebook[®] or LinkedIn[®].
- [Employee Login](#) (5) provides a link to log in for users with accounts in the parent organization.

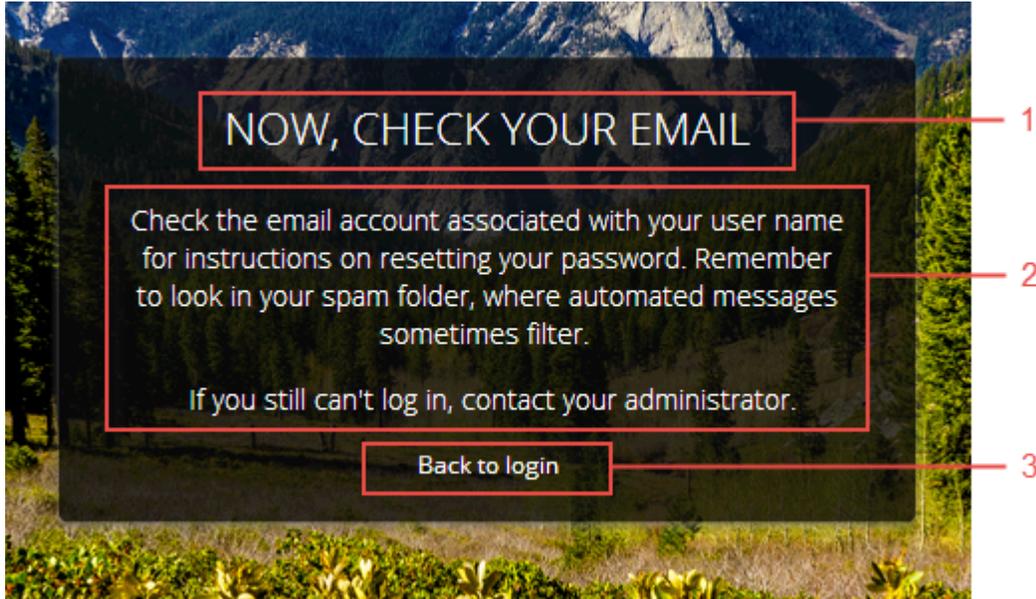
Forgot Password



This page contains the following components:

- [Content Block](#) (1) identifies the page.
- [Content Block](#) (2) provides instructions for users.
- [Forgot Password Form](#) (3) provides a field to collect a username, such as an email address, and a button to submit the request to reset the password.
- [Custom Code](#) (4) gives users a Cancel link for returning to the Login Home page.

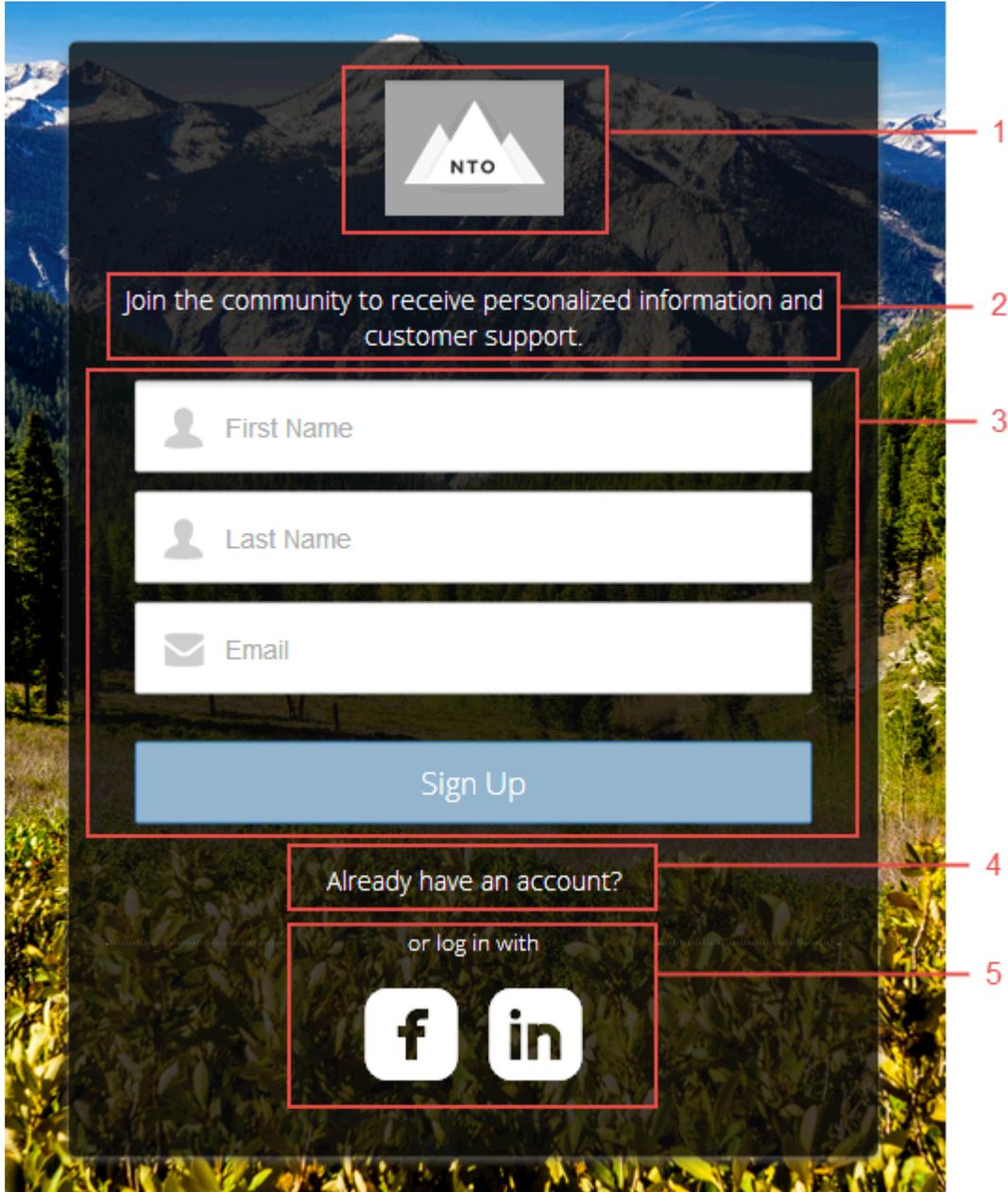
Password Reset Information



This page contains the following components:

- [Content Block](#) (1) identifies the page.
- [Content Block](#) (2) provides instructions for users.
- [Custom Code](#) (3) gives users a link to return to the Login Home page.

Self Register



This page contains the following components:

- **Community Logo** (1) to identify your community brand. This is set in the Administration Settings for the community. For more information, see "Customizing Communities Login" in [Getting Started with Communities](#).
- **Content Block** (2) provides instructions for users.
- **Self-Registration Form** (3) provides fields for users to enter their own information. The fields can be customized to collect various information.
- **Custom Code** (4) gives users a chance to return to the Login Home to log in with an existing account.
- **Social Login** (5) gives users the option to log in by using their accounts from third-party identity providers such as Facebook® or LinkedIn® instead of creating another account.

Which Components Can I Use with Each Template?

The Koa, Kokua, and Napili templates are each composed of pages, which in turn are made up of customizable components. Consult this table to find out which templates each component can be used in, and when it became available.



Tip: The Page Editor tab in Community Builder lists all components that can be added to the page that you're editing.

Communities that use the Salesforce Tabs + Visualforce template don't use these components.

Component	Koa	Kokua	Napili	Available in Versions
Article List	✓	✓		All versions
Article Type Filter	✓	✓		All versions
Article View	✓	✓		All versions
Ask the Community			✓	All versions
Back Button	✓	✓		All versions
Call to Action Section			✓	Winter '16 and later
Case Attachments	✓	✓	✓	All versions
Case Chatter Publisher	✓	✓	✓	Summer '15 and later
Case Comments	✓	✓	✓	All versions
Case Creation	✓	✓	✓	All versions
Case Detail	✓	✓	✓	All versions
Case Feed	✓	✓	✓	Summer '15 and later
Case Highlights	✓	✓	✓	All versions
Case Publisher	✓	✓	✓	All versions
Case Status Button	✓	✓	✓	All versions
Category Filter	✓	✓		All versions
Category Navigation	✓	✓		All versions
Contact Support	✓	✓	✓ ¹	All versions
Expanded Category Navigation	✓	✓		All versions
Featured Data Categories	✓	✓		All versions
Featured Search	✓	✓		All versions

Component	Koa	Kokua	Napili	Available in Versions
Feed Item Detail	✓	✓	✓	Summer '15 and later
Follow Button			✓	Summer '15 and later
Headline			✓	All versions
Home Tabs			✓	All versions
Knowledgeable People			✓	Summer '15 and later
Language Picker			✓	Winter '16 and later
My Cases	✓	✓	✓	All versions
Navigation Bar			✓	Prior to Winter '16
Navigation Menu			✓	Winter '16 and later
Profile Header	✓	✓	✓	All versions
Recommendations			✓	Summer '15 and later
Record Headline			✓	Winter '16 and later
Record Home List View			✓	Winter '16 and later
Record Information			✓	Winter '16 and later
Related Record List			✓	Winter '16 and later
Related Topics			✓	Spring '15 and later
Reputation Leaderboard			✓	Spring '15 and later
Results List			✓	All versions
Scroll To			✓	All versions
Search	✓	✓		All versions
Search Publisher			✓	All versions
Single Article View			✓	All versions
Toggle Button	✓	✓		All versions
Topic Trending Articles			✓	All versions
Trending Articles	✓	✓		All versions
Trending Topics			✓	Spring '15 and later

Component	Koa	Kokua	Napili	Available in Versions
User Profile Body			✓	Winter '16 and later
User Profile Detail	✓	✓	✓	All versions
User Profile Header	✓	✓	✓	All versions
User Profile Header Detail	✓	✓		Winter '16 and later
User Profile Knowledgeable About			✓	Winter '16 and later
User Profile Stats			✓	Spring '15 and Summer '15
User Profile Tabs			✓	Spring '15 and later
User Settings			✓	Spring '15 and later
CUSTOM COMPONENTS				
Custom Lightning Components	✓	✓	✓	Winter '16 and later
Custom Rich Text Component	✓	✓	✓	Winter '16 and later

 **Note:**

- ¹ Contact Support is included as part of the Call to Action Section component.

Login Template Components

Component	Available in Versions
Background	All versions
Content Block	Prior to Winter '16
Custom Code	Prior to Winter '16
Employee Login Link	All versions
Forgot Password	All versions
Login Form	All versions
Self-Registration	All versions
Social Login	All versions

Article List

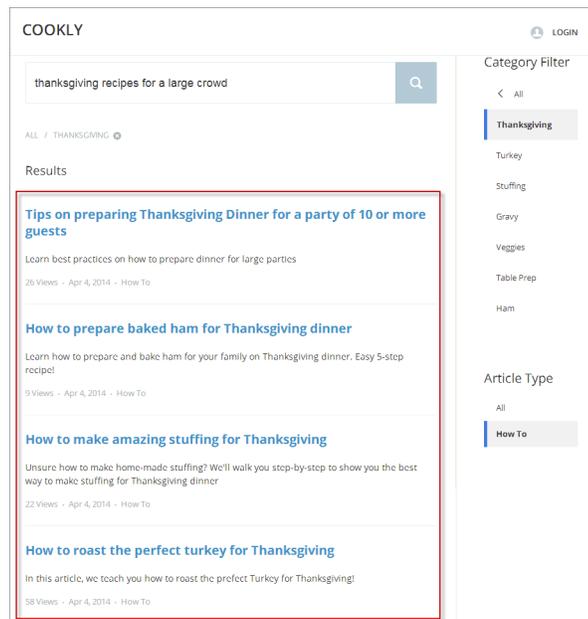
The Article List component lets users view articles that result from a search or from filtering without needing to leave the page.

The list includes the name and the type of article, its most current revision date, as well as how many views it's received. The list of articles can be filtered using the Article Type Filter component. The component also includes a breadcrumb component with navigation links, and a button that controls the appearance of the right menu for tablets and mobile display.

1. Select the **Article List** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Category Name	The top-level category that contains the subcategories for articles is automatically set using an expression that uses the top-level category you specified in the template's Custom Properties.
Page Size	Enter the number of articles per page of the list. The default is 25.
Article Type	Specify the type of article to appear in the list.
Search Term	Leave this field blank. It's the field in which users type their search queries.

 **Example:** Sample Article List component:



COOKLY

thanksgiving recipes for a large crowd

ALL / THANKSGIVING

Results

Tips on preparing Thanksgiving Dinner for a party of 10 or more guests
Learn best practices on how to prepare dinner for large parties
26 Views - Apr 4, 2014 - How To

How to prepare baked ham for Thanksgiving dinner
Learn how to prepare and bake ham for your family on Thanksgiving dinner. Easy 5-step recipe!
9 Views - Apr 4, 2014 - How To

How to make amazing stuffing for Thanksgiving
Unsure how to make home-made stuffing? We'll walk you step-by-step to show you the best way to make stuffing for Thanksgiving dinner
22 Views - Apr 4, 2014 - How To

How to roast the perfect turkey for Thanksgiving
In this article, we teach you how to roast the perfect Turkey for Thanksgiving!
58 Views - Apr 4, 2014 - How To

Category Filter

< All

Thanksgiving

Turkey

Stuffing

Gravy

Veggies

Table Prep

Ham

Article Type

All

How To

SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Article Type Filter

The Article Type Filter component lets users filter the article list based on the selected article type after they've viewed search results.

An article's type determines the type of content it contains, its appearance, and which users can access it.

1. Select the **Article Type Filter** component in the page you're configuring.

There are no properties to set for this component.



Example: Sample Article Type Filter:

The screenshot shows the COOKLY website interface. At the top left is the logo 'COOKLY' and at the top right is a 'LOGIN' button. A search bar contains the text 'cook thanksgiving for a crowd' with a magnifying glass icon. Below the search bar, the breadcrumb 'ALL / THANKSGIVING' is visible. The main content area is titled 'Results' and lists three articles:

- How to prepare baked ham for Thanksgiving dinner**: Learn how to prepare and bake ham for your family on Thanksgiving dinner. Easy 5-step recipe! 9 Views · Apr 4, 2014 · How To
- How to make amazing stuffing for Thanksgiving**: Unsure how to make home-made stuffing? We'll walk you step-by-step to show you the best way to make stuffing for Thanksgiving dinner. 22 Views · Apr 4, 2014 · How To
- How to roast the perfect turkey for Thanksgiving**: In this article, we teach you how to roast the perfect Turkey for Thanksgiving! 58 Views · Apr 4, 2014 · How To

On the right side, there is a 'Category Filter' sidebar with options: All, Thanksgiving (selected), Turkey, Stuffing, Gravy, Veggies, Table Prep, and Ham. Below this is an 'Article Type' sidebar with options: All (selected) and How To. The 'Article Type' sidebar is highlighted with a red box.

SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Article View

The Article View component lets users view and vote on an individual article after they've selected it from search results.

The article's title, latest revision date, and article type appear with the body of the article. Users can click **Back** to return to the article list or follow navigation links to browse the parent categories.



Note: When a user views an article that's been returned from a Web search, the navigation breadcrumbs show the path to the first category associated with the article.

If you enable article voting for this component, authenticated users see a prompt to vote below each article. Users can give articles a thumbs up or thumbs down vote. If your organization uses star rating on articles, thumbs up votes are recorded as five stars and thumbs down votes are recorded as one star. Article voting is available in the Winter '16 version of community templates.

When a user votes on an article, a confirmation message appears next to their vote. The user can return to the article later to view their vote, but can't change it or see voting data from other community members. You can view an article's voting data at the top of the article in your organization.

1. Select the **Article View** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
URL Name	This value is retrieved when the individual article is selected.
Enable Article Voting	Select this option to let users vote on articles. This option is not selected by default. This functionality is available only in the Winter '16 version of community templates.
Voting Prompt Text	Enter the text that appears above the voting buttons. The default text is <code>Was this article helpful?</code> This functionality is available only in the Winter '16 version of community templates.
Voting Confirmation Text	Enter the text that appears when a user votes on an article. The default text is <code>Thanks for voting.</code> This functionality is available only in the Winter '16 version of community templates.

 **Example:** Sample Article View component:

COOKLY
Q
IN

← Back

ALL / PANCAKES / BANANA

How to make Banana Berry Pancakes

Recipe by Martha White® "Banana-nut pancakes are topped with yogurt and sliced berries then folded in half for a special breakfast or brunch treat."

🕒 Apr 4, 2014 · How To

ADDITIONAL RESOURCES



Directions

1. Heat griddle or large skillet (if electric, heat to 350 degrees F). Spray lightly with no-stick cooking spray. Combine egg, milk, oil and muffin mix in medium bowl; stir until large lumps disappear (batter will be slightly lumpy).
2. Pour about 1/4 cup batter for each pancake onto hot griddle. Cook 1 to 2 minutes or until bubbles begin to break on surface. Turn, cook 1 to 2 minutes or until golden brown.
3. Spoon yogurt and berries on half of each pancake. Fold over. Sprinkle with powdered sugar, if desired.

SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Ask the Community

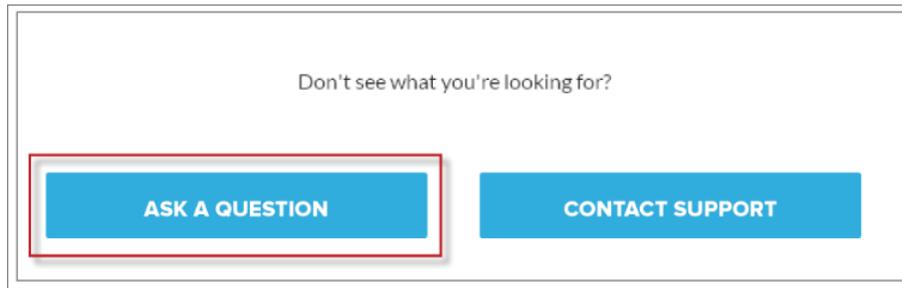
The Ask the Community component lets users click a button and ask a question that is published to the community. Guest users must log in to ask questions and participate in discussions.

Napili pages come with two Ask the Community components: one at the top of the page, and one at the bottom. The two aren't linked, so if you want, you can remove one or use different text for each button.

1. Select the **Ask the Community** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Button Label	Enter the text you'd like to display on the button that users can click to ask a question. The default text is <code>Ask a Question</code> .

 **Example:** Sample Ask the Community component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

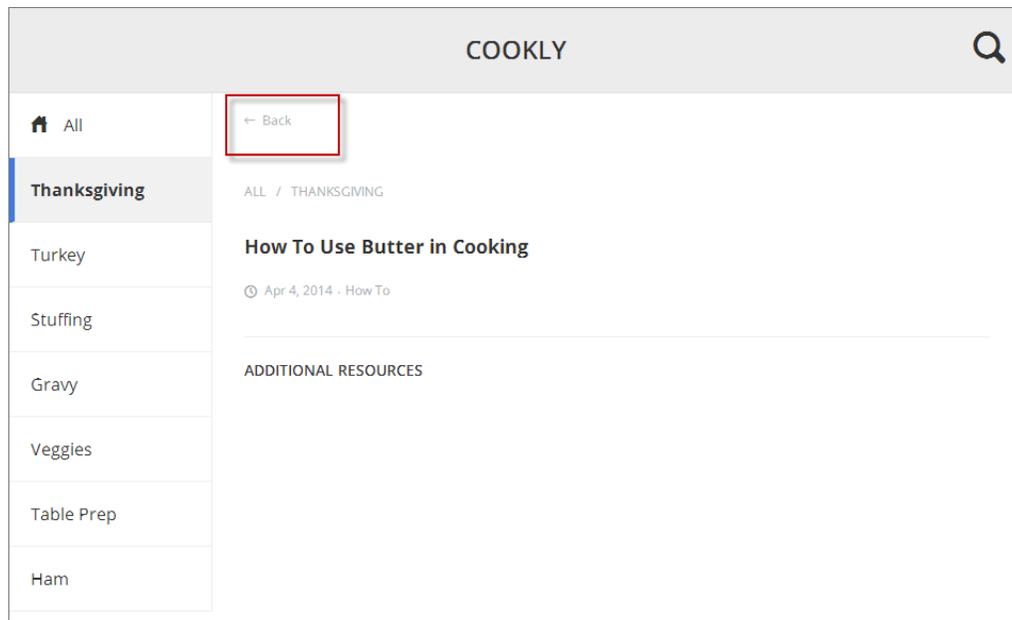
Back Button

The Back Button component displays a button that lets users navigate to the previous context.

1. Select the **Back Button** component in the page you're configuring.

There are no properties to set for this component.

 **Example:** Sample Back Button component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Call to Action Section

The Call to Action Section component includes two buttons, one to ask a question of the community, and another to contact support by creating a case. When you enable Web-to-Case and set up a guest user case publishing action, guest users aren't required to log in before creating a case.

 **Note:** Guest users don't have the option to attach files when creating a case.

1. Select the **Call to Action Section** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Header Label	Enter the text you'd like to display at the top of the section that includes both buttons. The default text is <code>Don't see what you're looking for?</code> .
Ask Community Label	Type the text that appears on the button allowing users to enter discussions in the community. The default text is <code>Ask A Question</code> .
Contact Support Label	Enter the text you'd like to display on the button that users can click to contact support by creating a case. The default text is <code>Contact Support</code> .

 **Example:** Sample Call to Action Section component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Case Attachments

The Case Attachments component lets users view a list of all attachments associated with a case.

Mobile device users can expand and collapse the list of attachments when they are looking at the details of their case.

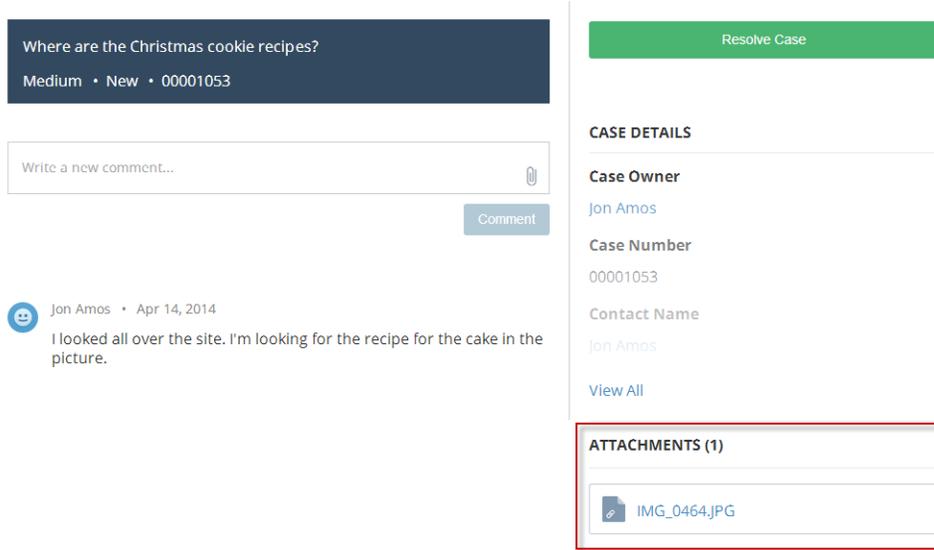
 **Note:**

- You can't attach a file to a case while in Preview mode in Community Builder. When the community is published, you can attach files to cases.
- For users to see case attachments, the Case page layout and case record types for their profile must include the Attachments related list.

1. Select the **Case Attachments** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Case ID	Leave the default query string for the unless you plan to customize the component and add your own query string. The system uses the query string in this field to return the Case ID.

 **Example:** Sample Case Attachments component:



The screenshot displays a user interface for a case. At the top, a dark blue header contains the case title "Where are the Christmas cookie recipes?" and metadata "Medium • New • 00001053". Below this is a text input field with the placeholder "Write a new comment..." and a "Comment" button. A comment from "Jon Amos" dated "Apr 14, 2014" is shown, with the text "I looked all over the site. I'm looking for the recipe for the cake in the picture." To the right, a sidebar contains a green "Resolve Case" button, followed by "CASE DETAILS" including "Case Owner" (Jon Amos), "Case Number" (00001053), and "Contact Name" (Jon Amos). At the bottom of the sidebar, an "ATTACHMENTS (1)" section is highlighted with a red box, showing a single attachment: "IMG_0464.JPG".

SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Case Chatter Publisher

The Case Chatter Publisher component lets customers create Chatter posts on cases and upload attachments from any of their devices. Attachments are shown in the Attachments component. By default, users can attach any supported file type that is 2 GB or less.

Important:

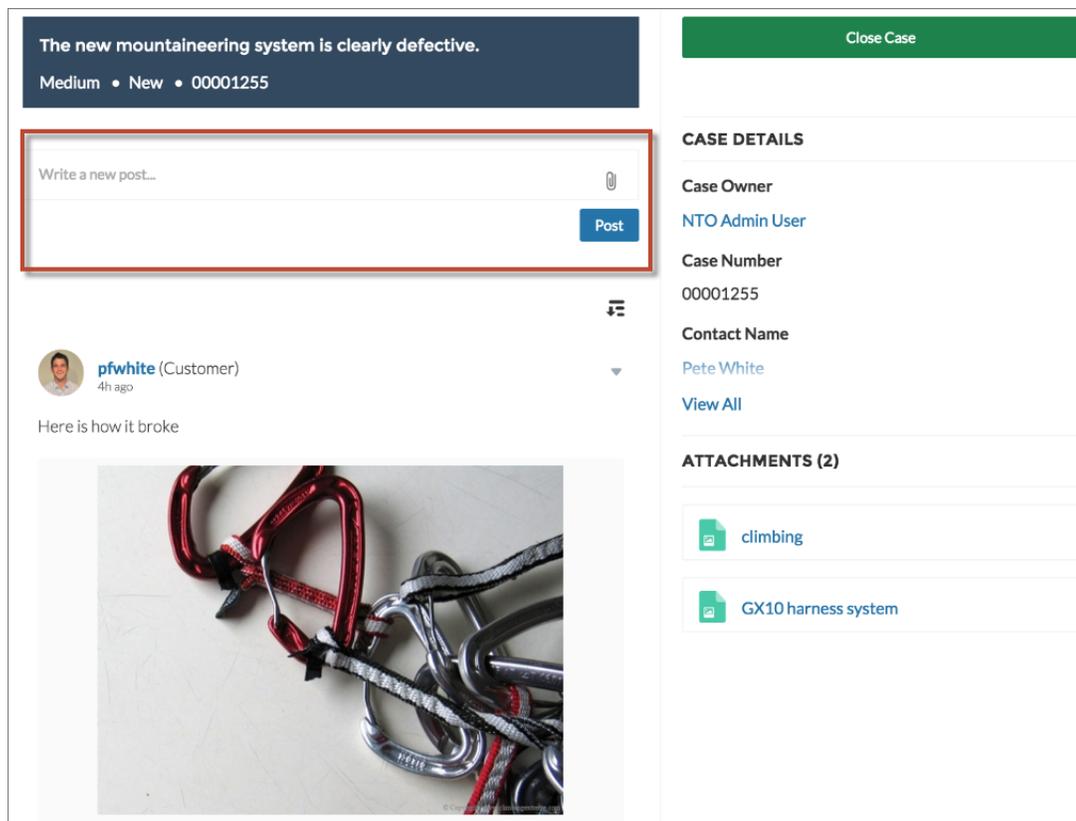
- Make sure to enable the community case feed so users see supported case interactions in their feed. For details, see [Set Up the Community Case Feed](#).
- If an agent posts on a customer’s case within a Napili community, the post is only visible to other internal users. To ensure that customers see agent posts, agents should use the Community action in the console.

1. Select the Case Chatter Publisher component in the page that you’re configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Case ID	Enter this value: <code>{!recordId}</code>

Property	Details
Publisher Placeholder Text	Enter the text that appears in the search bar. The default value is Write a new post...
Mobile Header Text	Enter the text that appears as the header for mobile users. Mobile and tablet see the text as the header for the post text area.
Can Attach Files	Select this option to let users attach a file to the post.
Post Button Label	Enter the text for the button that submits the post.

 **Example:** Sample Case Chatter Publisher component:



The screenshot displays a user interface for a case. At the top left, a dark blue header contains the text "The new mountaineering system is clearly defective." followed by "Medium • New • 00001255". To the right of this header is a green "Close Case" button. Below the header is a white text input field with the placeholder "Write a new post..." and a blue "Post" button. A red box highlights this input area. Below the input field is a user comment from "pfwhite (Customer)" posted "4h ago". The comment text is "Here is how it broke" and includes an image of red climbing gear. To the right of the comment is a dropdown arrow. On the far right, a sidebar contains "CASE DETAILS" with fields for Case Owner (NTO Admin User), Case Number (00001255), and Contact Name (Pete White), along with a "View All" link. Below this is an "ATTACHMENTS (2)" section showing two items: "climbing" and "GX10 harness system".

SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Case Comments

The Case Comments component shows a list of all the comments that a customer and an agent have added to the case.

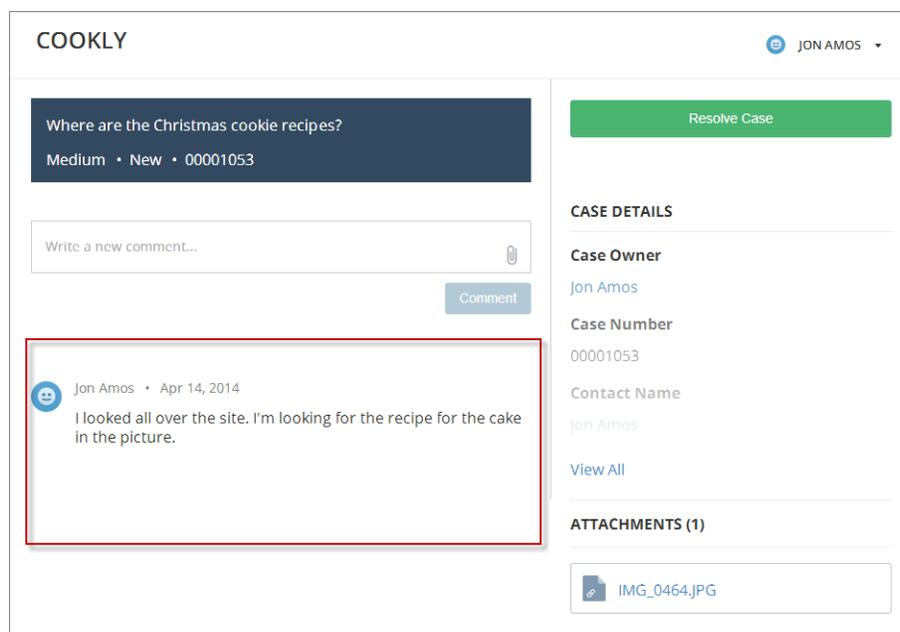
If an attachment has been uploaded with a comment it is shown separately in the Attachments component.

 **Note:** For users to see case comments, the Case page layout and case record types for their profile must include the Case Comments related list.

1. Select the **Case Comments** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Case ID	Leave the default query string for the unless you plan to customize the component and add your own query string. The system uses the query string in this field to return the Case ID.

 **Example:** Sample Case Comments component:



The screenshot shows a case page titled "COOKLY" with a user profile "JON AMOS". The case title is "Where are the Christmas cookie recipes?" with details "Medium • New • 00001053". A green "Resolve Case" button is visible. The "CASE DETAILS" section lists: Case Owner (Jon Amos), Case Number (00001053), and Contact Name (Jon Amos). There is a "View All" link. The "ATTACHMENTS (1)" section shows a file "IMG_0464.JPG". A comment by Jon Amos, dated Apr 14, 2014, is highlighted with a red box. The comment text is: "I looked all over the site. I'm looking for the recipe for the cake in the picture."

SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Case Creation

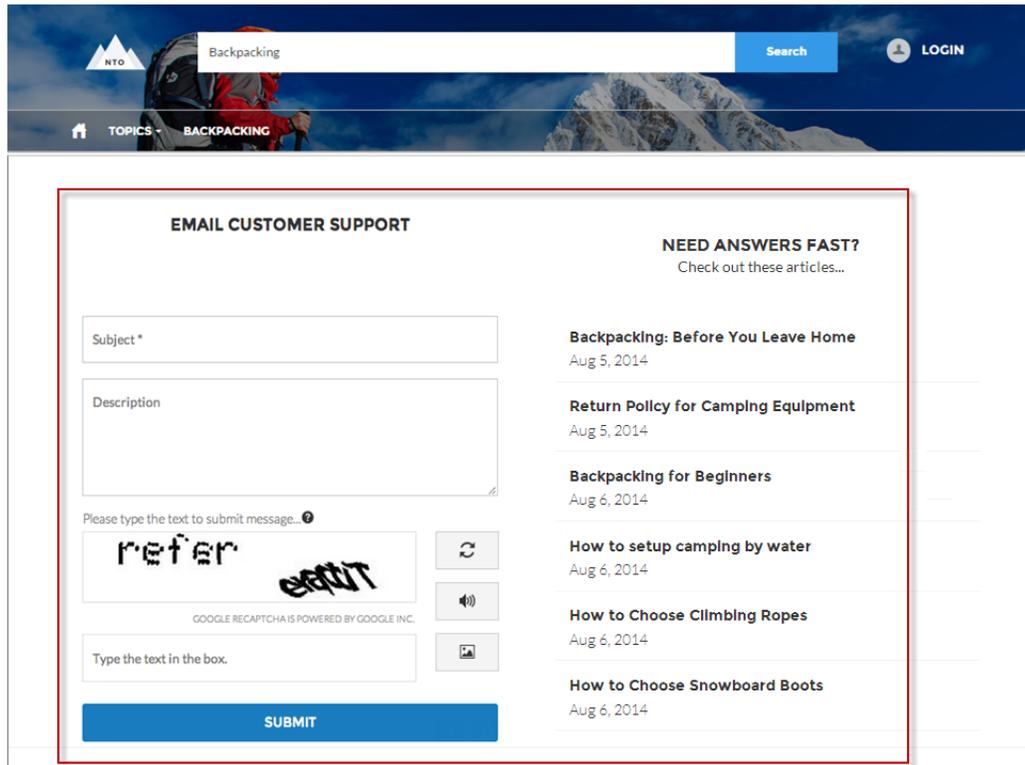
The Case Creation component searches text as it's being entered into a case, and displays articles based on the typed text. If the user doesn't see an answer, they can contact support for help. You can also protect your community from spammers by adding a reCAPTCHA widget that guest users must complete before they create a case.

 **Note:** When you configure the case page layout for your community, make sure to specify that some of the fields are required. Adding required fields to the layout ensures that customers don't accidentally submit cases with empty fields.

1. Select the **Case Creation** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Attach Files	Select the checkbox to let authenticated users attach a file to the comment in the case. Your organization's settings control the limits for file sizes. If you enable Web-to-Case to let guest users create cases, keep in mind that guest users don't have the option to attach files to a case.
Header Title	Enter the text that you want to display at the top of the page customers use to create a case. The default text is <i>Email Customer Support</i> .
Confirmation Message Title	Enter the text that appears as the title of the message confirming that the case has been created. For example, <i>Your request was submitted successfully</i> .
Confirmation Message Description	Enter the text that appears as the body of the message confirming that the case has been created. For example, <i>You'll hear back from us soon</i> .
Signed-In User Case Action	Enter the name of the quick action that creates new cases for authenticated users. Use the action layout editor to specify which fields to include in the layout.
Guest User Case Action	Enter the name of the action that creates new cases for unauthenticated users. Use the action layout editor to specify which fields to include in the layout.
Use Case Text to Suggest Articles	Select this option to use the text users type in the case title and description fields to suggest articles in the deflection area of the page. Article deflection appears only when you've implemented Salesforce Knowledge in your organization.
Number of Articles	Enter the number of articles to display in the component.
Deflection Banner Text	Enter the text to display as the title of the deflection area of the page. The default for this field is <i>Need Answers Fast?</i> .
Deflection Text	Enter the text to display as the subtitle in the deflection area of the page.
Mobile-Only Deflection Text	Enter the text that displays in the deflection area for users of mobile devices.
reCAPTCHA for Guest Case Creation	<p>Select this option to add the reCAPTCHA widget to your page. The reCAPTCHA widget requires guest users to complete a text field successfully before they can create a case.</p> <p> Note: To use Google's reCAPTCHA service, go to the Google reCAPTCHA website, register your domain, and receive a secret and site key pair. For details on which languages are supported in the widget, see the reCAPTCHA website. Google reCAPTCHA is a resource provided by Salesforce to support its users and partners, but is not considered part of our Services for purposes of the salesforce.com Master Subscription Agreement.</p>
Secret Key for reCAPTCHA	Enter the key that you received when you registered for the service.
Site Key for reCAPTCHA	<p>Enter the key that you received when you registered for the service.</p> <p> Note: Make sure that you thoroughly test the reCAPTCHA widget in your production organization.</p>

 **Example:** Sample Case Creation component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

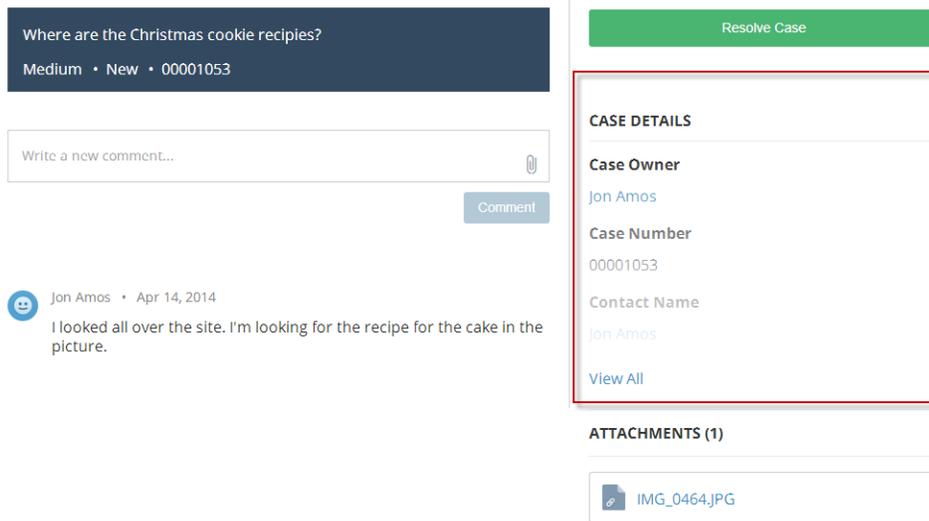
Case Detail

The Case Detail component lets users see all of the details of their case in a collapsible section.

1. Select the **Case Detail** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Case ID	Leave the default query string for the unless you plan to customize the component and add your own query string. The system uses the query string in this field to return the Case ID.

 **Example:** Sample Case Detail component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Case Feed

The Case Feed component shows a Chatter feed of all case interactions, including Chatter posts, case emails, questions related to the case, and attachments.

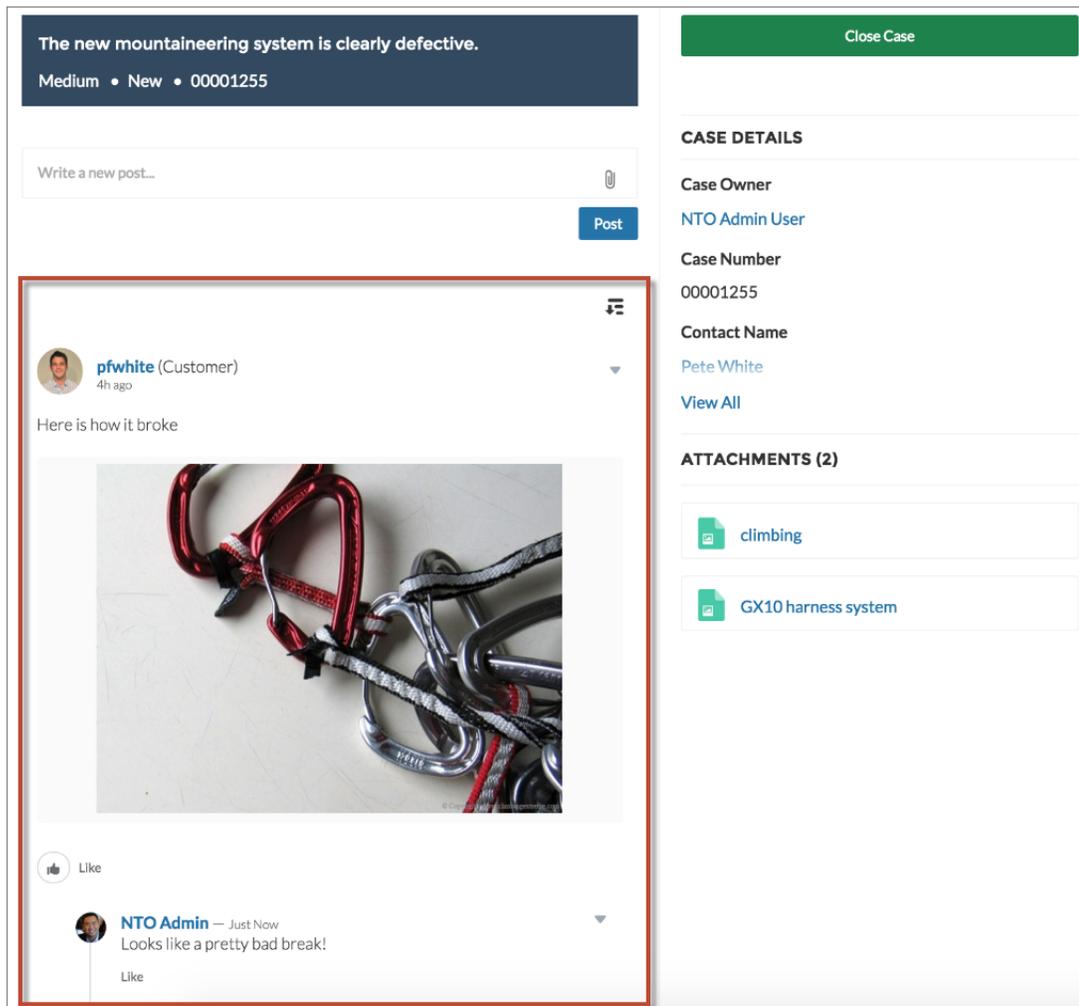
Comments and attachments on posts appear inline below the post for desktop and tablet users, and attachments are also shown separately in the Attachments component.

 **Important:** Make sure to enable the community case feed so users see supported case interactions in their feed. For details, see [Set Up the Community Case Feed](#).

1. Select the Case Feed component in the page that you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Case ID	Enter this value: <code>{!recordId}</code>

 **Example:** Sample Case Feed component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

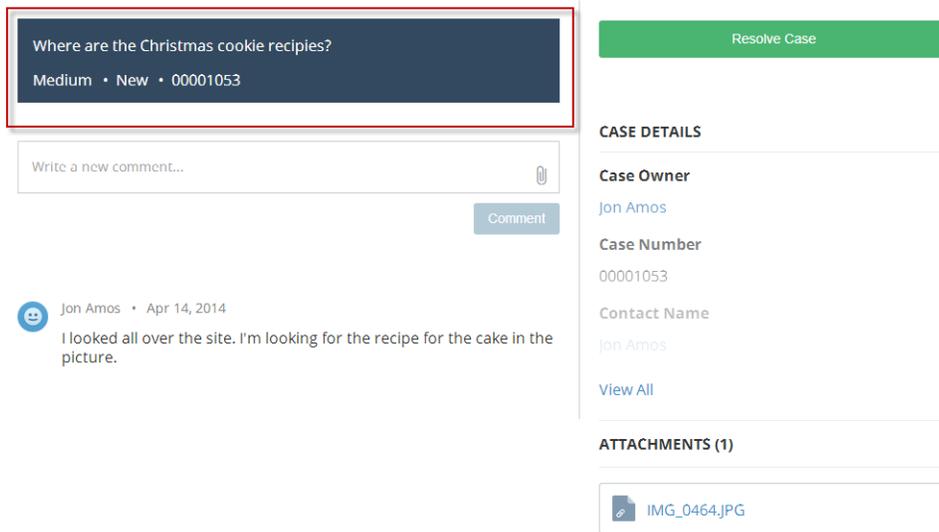
Case Highlights

The Case Highlights component lets users see a case’s status, case ID, and other summary information.

1. Select the **Case Highlights** component in the page you’re configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Case ID	Leave the default query string for the unless you plan to customize the component and add your own query string. The system uses the query string in this field to return the Case ID.

 **Example:** Sample Case Highlights component:



The screenshot displays a user interface for a case. At the top, a dark blue header contains the text "Where are the Christmas cookie recipes?" followed by "Medium • New • 00001053". Below this is a green "Resolve Case" button. A section titled "CASE DETAILS" lists: "Case Owner: Jon Amos", "Case Number: 00001053", and "Contact Name: Jon Amos", with a "View All" link. Under "ATTACHMENTS (1)", there is a file named "IMG_0464.JPG". A comment input field with the placeholder "Write a new comment..." and a "Comment" button is visible. Below the input field, a comment by "Jon Amos" dated "Apr 14, 2014" reads: "I looked all over the site. I'm looking for the recipe for the cake in the picture."

SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Case Publisher

Use the Case Publisher component to let customers and agents collaborate using comments on cases. Your customers can open cases, post comments, upload attachments, and check the status of their cases from any of their devices.

The component provides a chronological, filterable list of comments your customers and agents have had within the context of a case. It includes case activities, internal and external comments, attachments, and status changes. When authenticated users add a comment to a case, they can add a file to the case as an attachment. So when a customer creates a case using a mobile phone, they can take a picture with their phone's camera and attach it to the case.

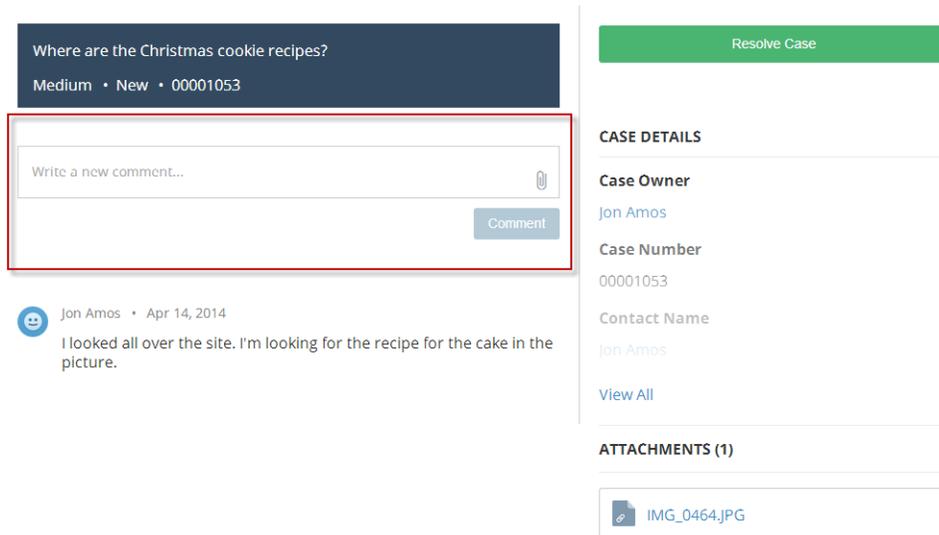
By default, users can attach any supported file type that is 5 MB or less. You can restrict the types of files that users can upload by changing the default values for content types on the Library tab.

1. Select the **Case Publisher** component in the page you're configuring.
2. Select the Properties pane to configure properties for the component:

Property	Details
Case ID	Leave the default query string for the unless you plan to customize the component and add your own query string. The system uses the query string in this field to return the Case ID.
Publisher Placeholder Text	Enter the text that appears in the search bar. The default value is Write a new comment...
Mobile Header Text	Enter the text that appears as the header for mobile users. Mobile and tablet see the text as the header for the comment text area.
Can Attach Files	Select this option to let users to attach a file to the comment.

Property	Details
Post Button Label	Enter the text for the button that submits the case or comment.

 **Example:** Sample Case Publisher component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

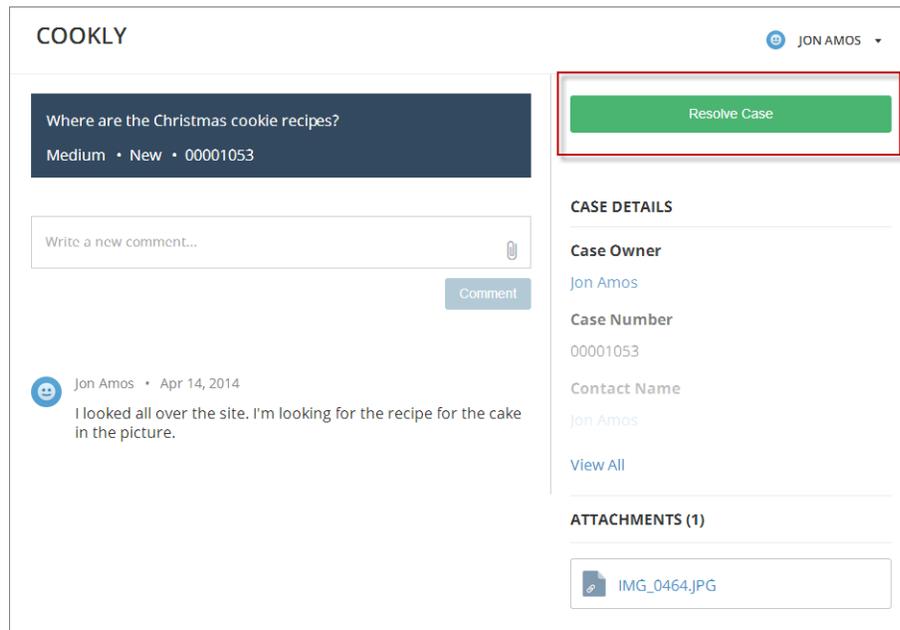
Case Status Button

The Case Status Button component lets users click a button to mark a case as resolved and close it.

1. Select the **Case Status Button** component in the page you're configuring.
2. Select the Property Editor to configure properties for the component:

Property	Details
Case ID	Leave the default query string for the unless you plan to customize the component and add your own query string. The system uses the query string in this field to return the Case ID.
Active Status Label	Enter the text that appears on the button when the case is still open. For example, the button can be labeled Close Case or Resolve Case .
Inactive Status Label	Enter the text that appears on the button when the case is closed. For example, the button can be labeled Re-Open Case .

 **Example:** Sample Case Status Button component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Category Filter

The Category Filter component lets users filter the article list based on selected data categories so that they can see articles from those categories only.

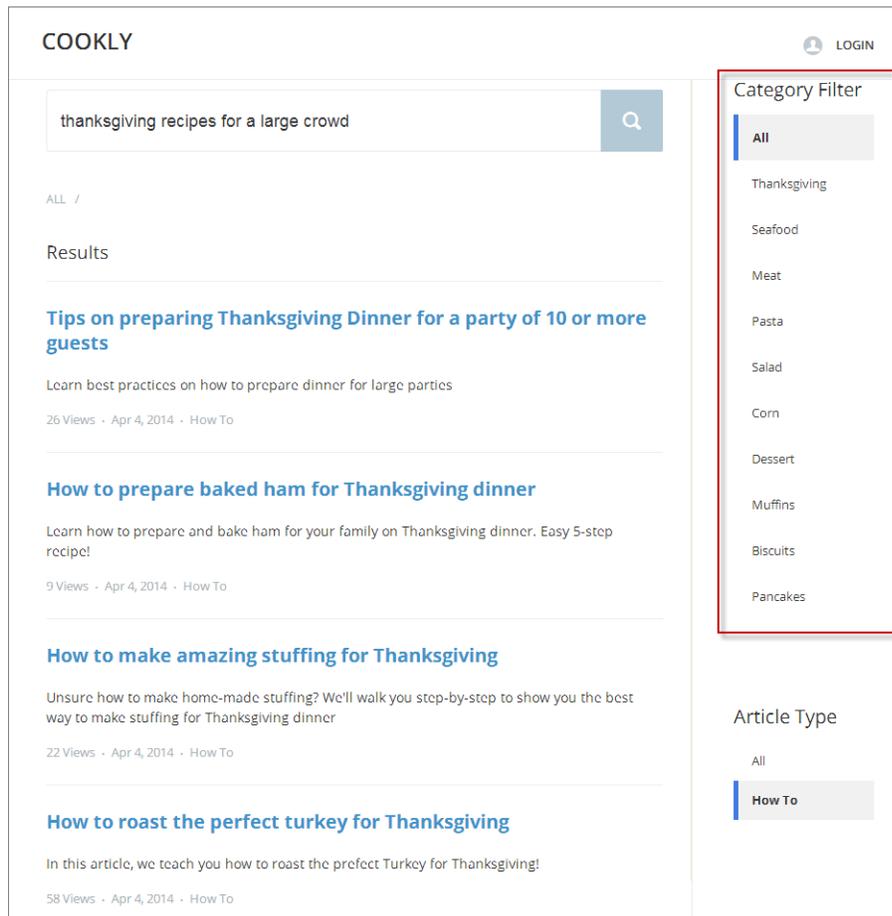
Users can filter the Article View by selecting one or more data categories.

1. Select the **Category Filter** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Category Name	The top-level category that contains the subcategories for articles is automatically set using an expression that uses the top-level category you specified in the template's Custom Properties.

3.

 **Example:** Sample Category Filter component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Category Navigation

The Category Navigation component shows a list of child categories for a selected parent category.

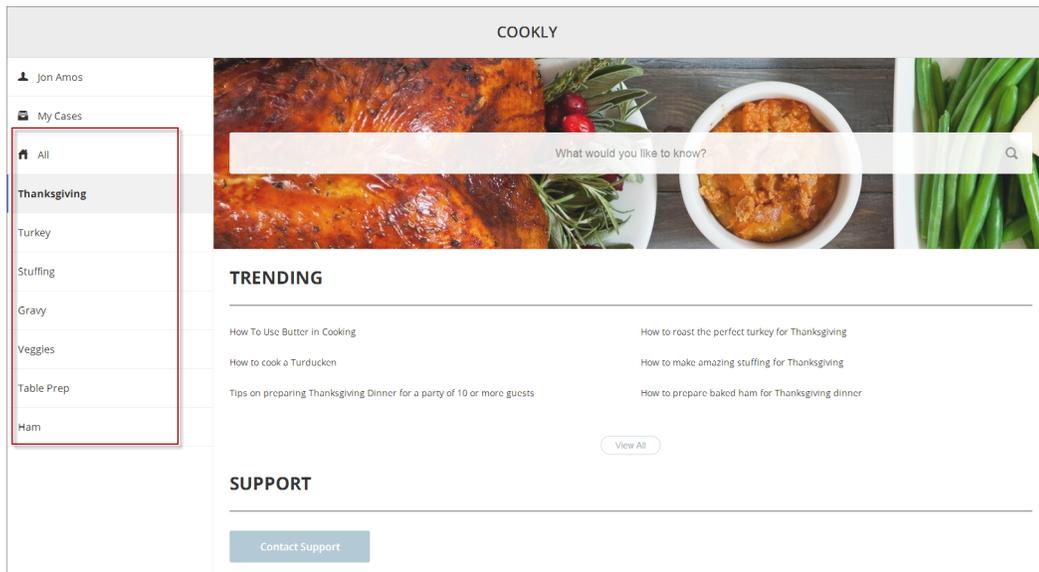
Users can click the child category to view the articles that are associated with it. For long lists of categories, users can view all of the categories and collapse the list to show fewer categories.

1. Select the **Category Navigation** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Category Name	The top-level category that contains the subcategories for articles is automatically set using an expression that uses the top-level category you specified in the template's Custom Properties.

Property	Details
Auto-Collapse	Select the checkbox to have the category navigation component collapse automatically after a category is selected.

 **Example:** Sample Category Navigation component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Contact Support

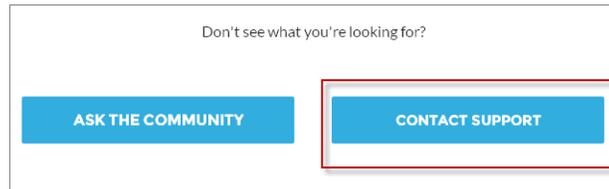
The Contact Support component lets users click a button to create a case. When you enable Web-to-Case and set up a guest user case publishing action, guest users aren't required to log in before creating a case.

 **Note:** Guest users don't have the option to attach files when creating a case.

1. Select the **Contact Support** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Button Label	Enter the text you'd like to display on the button that users can click to create the case. The default text is <code>Contact Support</code> .
Header	Type the text that appears at the top of the section when the <code>Show Header</code> field is selected.
Show Header	Select the checkbox to have the text from the <code>Header</code> field appear above the button. This field is enabled by default in the Koa and Kokua templates.

 **Example:** Sample Contact Support component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Custom Lightning Components

Incorporate custom Lightning components in your community design in Community Builder.

To use custom Lightning components in your community:

- Enable Lightning components. To do so, from Setup, enter *Lightning Components* in the Quick Find box, select **Lightning Components**, and then select **Enable Lightning Components**.
- Implement each component from the Developer Console as shown in this example:


```
<aura:component
  implements="forceCommunity:availableForAllPageTypes">
```
- Include a design resource named `componentName.design` with your Lightning component bundle. This allows the component's properties to be editable in Community Builder.

 **Note:** For help with developing custom Lightning components, see the [Lightning Components Developer's Guide](#) and the [Lightning Components Cheat Sheet](#).

Custom Lightning components behave just like community template components. Drag and drop the component to the page canvas. To edit its properties, select the component on the page canvas, and then make changes in the Property Editor.

Custom components appear in the Page Editor along with your template's components.

EDITIONS

Available in: Salesforce Classic

Available in:

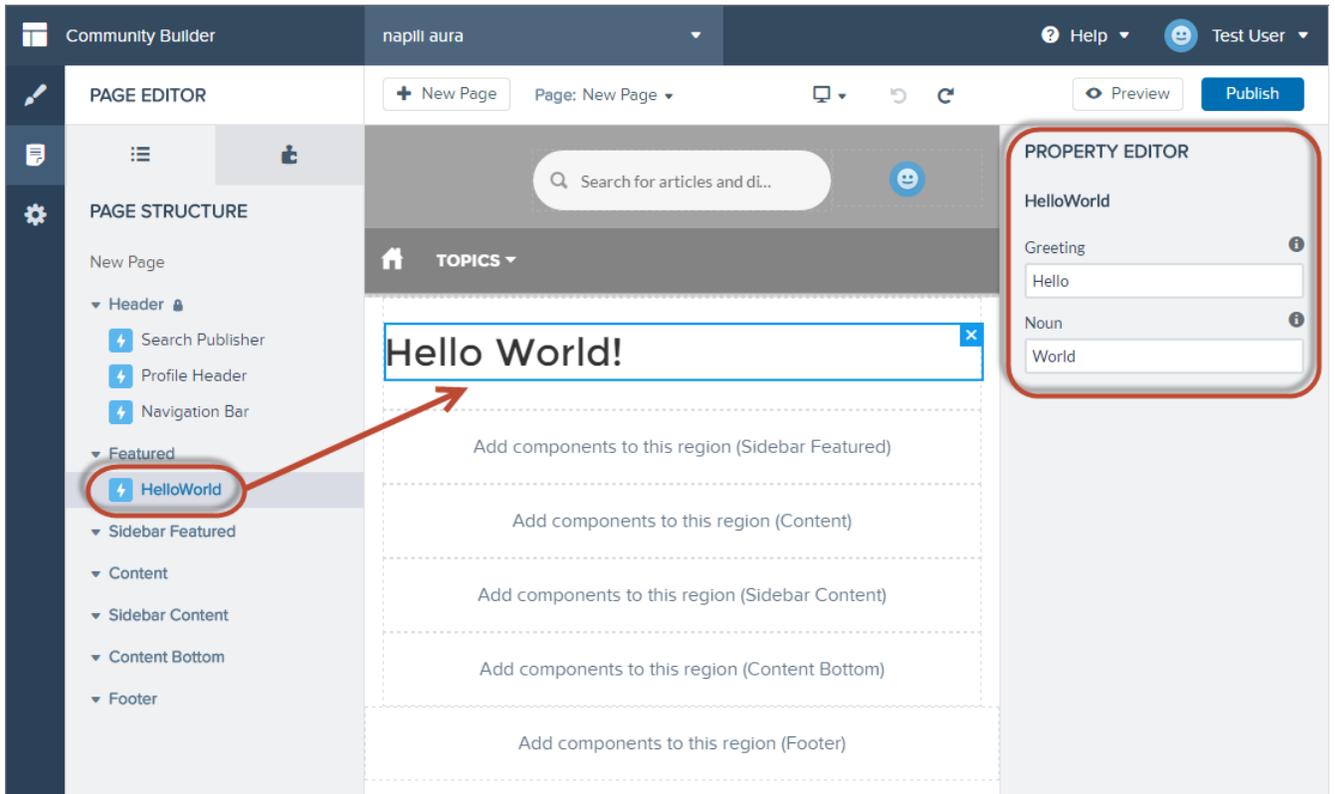
- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

To customize or publish a community:

- "Create and Manage Communities"

 **Example:** A custom component added to the page canvas, with properties open in the Property Editor:



Custom Rich Text Component

Add formatted text to a community page with a ready-made Rich Text component. Simply drag-and-drop to create an area where you can enter customizable text.

1. Click and drag the Rich Text component from the Page Editor at the left, and then drop it onto the page canvas.

EDITIONS

Available in: Salesforce Classic

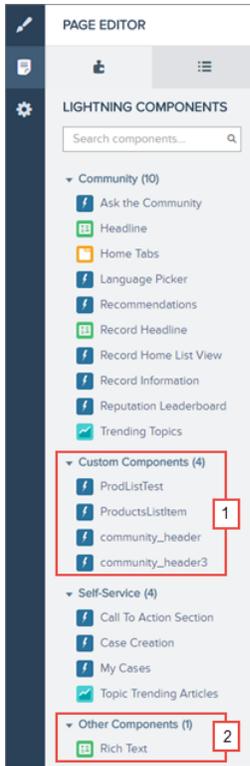
Available in:

- Enterprise
- Performance
- Unlimited
- Developer

USER PERMISSIONS

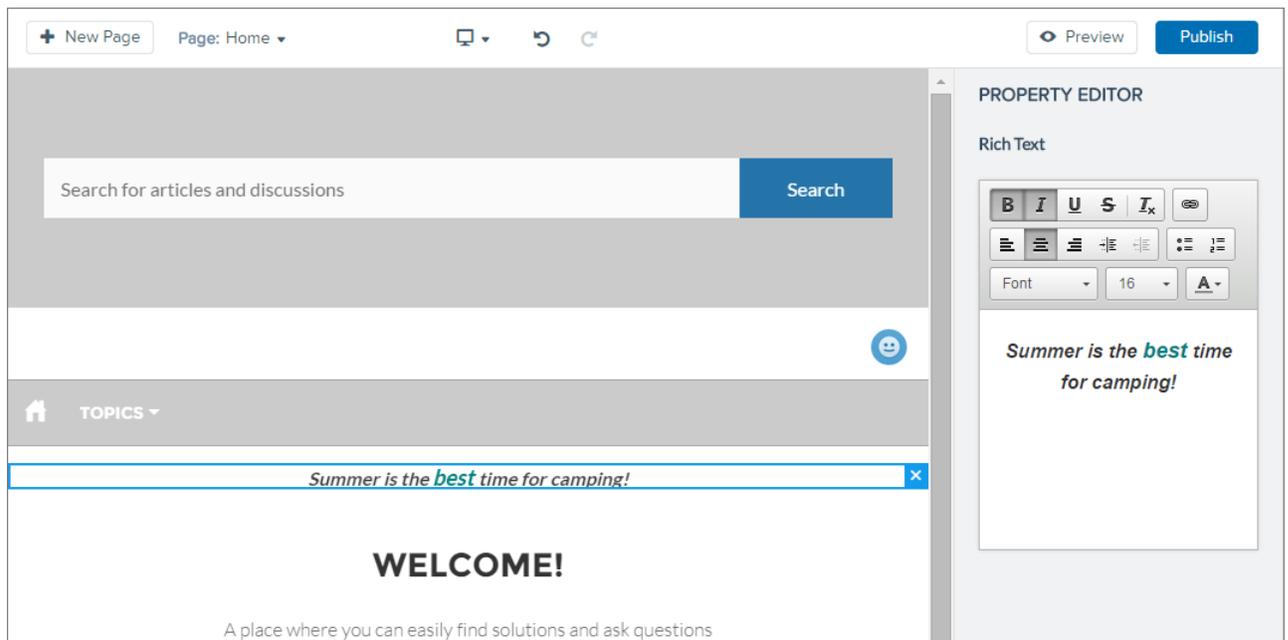
To customize or publish a community:

- "Create and Manage Communities"



2. Use the Property Editor at the right to enter text and format the component's style, font, positioning, size and color.

 **Example:** The Home page with the Rich Text component added:



Expanded Category Navigation

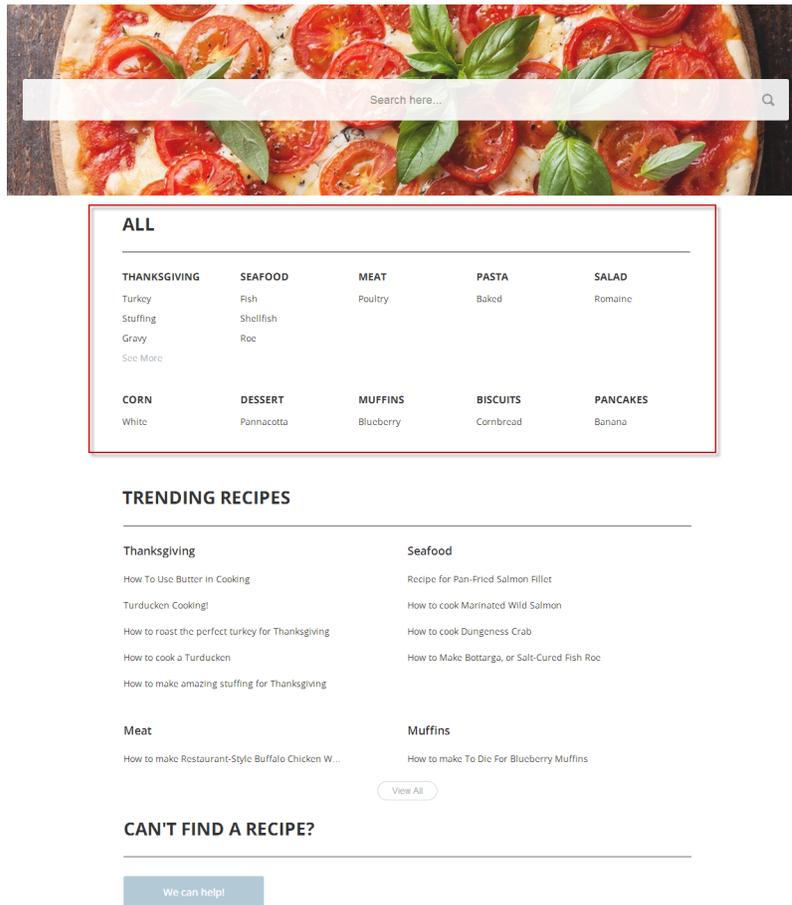
The Expanded Category Navigation component organizes articles based on a hierarchy of categories.

Users can select a top-level category and then view the related categories and subcategories as they're browsing for articles. Then they can click the child category to view the articles that are associated with it. For long lists of categories, users can expand the list to view all of the categories and then collapse it to make it more compact.

1. Select the **Expanded Category Navigation** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Category Name	The top-level category that contains the subcategories for articles is automatically set using an expression that uses the top-level category you specified in the template's Custom Properties.
Title	If you'd like to display another name for the top-level data category, enter the text in this field. For example, if the top-level category name is <i>Desserts</i> , you can change the text to <i>Easy Dessert Recipes</i> . The text you enter in this field appears only as the title of the page. You aren't changing the name of the category in navigation breadcrumbs or anywhere else.
Max Number of Sub-Categories	Specify the to limit the number of child categories to display for each parent category. The default is 3.
Max Number of Categories	Specify the maximum number of parent categories to display in the page. The default is 10, but there is no restriction on the number of parent categories you can display.

 **Example:** Sample Expanded Category Navigation component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Featured Data Categories

The Featured Data Categories component displays a group of data categories, with an image and title showing for each data category within the specified group.

Images help your users select which group of articles they'd like to browse. You can set properties to choose the number of categories displayed on the page.

1. Select the **Featured Data Categories** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property

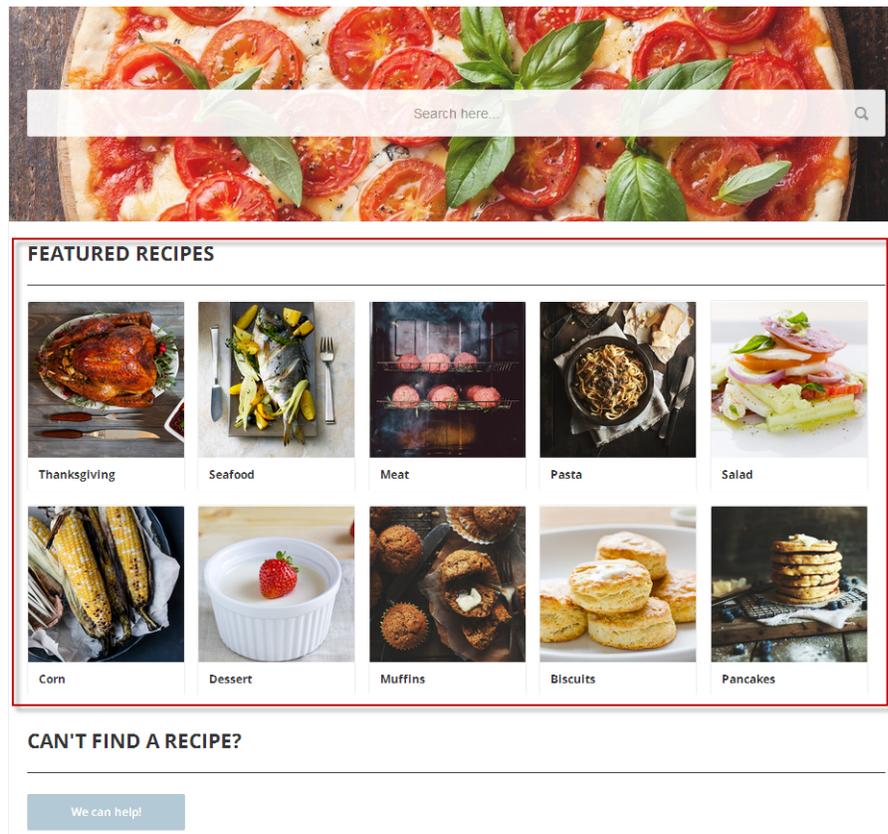
Details

Number of Data Categories

Type the number of data categories to display from the group. Categories display in the order listed in the data categories group.

Property	Details
Category Image URL	Specify the URL to display the image associated with each data category. To automatically display the image for your data categories, type <code>{ !Global.PathPrefix } / { !DataCategory.Name } . jpg</code> in the text box. The recommended size for this image is 220 x 220 pixels.
Title	Enter the title text for the list of featured data categories.

 **Example:** Sample Featured Data Categories component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Featured Search

The Featured Search component lets your users search for articles within a specified data category.

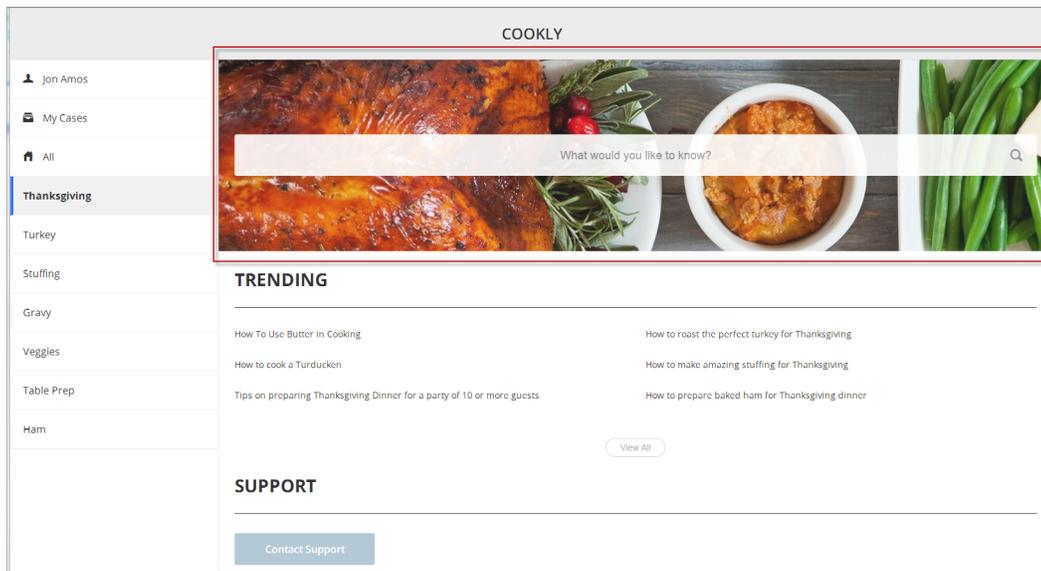
When a user types in the search text box, the system returns articles and search strings based on matches with the characters being typed. You can customize the search to display an image for the data category in which the user is searching.

1. Select the **Featured Search** component in the page you're configuring.

2. In the Property Editor, configure properties for the component:

Property	Details
Placeholder Text	Enter the text that appears in the search bar. The default text is <code>What would you like to know?</code>
Category Name	The top-level category that contains the subcategories for articles is automatically set using an expression that uses the top-level category you specified in the template's Custom Properties.
Disable Background Image	Select the checkbox if you don't want to display the background image for the category. The search box becomes smaller and more compact.
Max Number of Auto Query Suggestions	Enter the number of search queries to return per match.
Max Number of Article Title Match Results	Enter the maximum number of articles to return per match.
Category Image URL	Specify the URL to display the image associated with each data category. To display the image for your data categories, type <code>{!Global.PathPrefix}/{!DataCategory.Name}.jpg</code> in the text box. The recommended size for this image is 1220 x 175 pixels.

 **Example:** Sample Featured Search component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

How Incremental Search Works with Koa and Kokua Templates

The search text box returns articles and search strings based on matches with the characters as they are being typed.

Incremental searching gives users immediate results and helps them find the most relevant articles or popular search terms as they type their search string. The user can use the Tab or Arrow keys to display the first suggestion or select on any of the returned results to view that article.



The system queries for public knowledge articles that exist within the channel by which you've made the articles available. So if the user has access to the public knowledge base, only those articles appear in the search. Articles appear in the language that you've selected for the community.

When a user is logged in and clicks the search icon without entering any text, articles and search terms from past searches appear as suggested results.

Feed Item Detail

The Feed Item Detail component shows the detailed view of an individual post, comment, or question in the community feed. For questions, it includes the question and all the answers to that question, as well as an indication if it was escalated to a case.

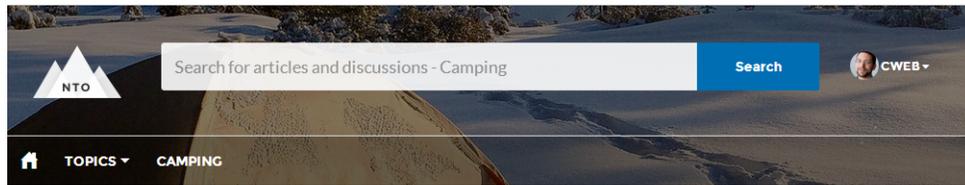
Only users who are logged in can post an answer to a question. Users can attach a file to a question or answer post by clicking the paperclip icon. They can choose to **Select a File** from files already uploaded to the community or **Upload a File** from the user's local drive.

Once an answer is posted, users can click at the top right corner of the post to edit, bookmark, delete or flag the post. Additionally, users can edit the topics associated with the post. The editing and flagging features must be enabled for the community. Users in Koa and Kokua communities can only access the Feed Item Detail component if the community case feed is enabled.

1. Select the **Feed Item Detail** component in the page you're configuring.

There are no properties to set for this component.

 **Example:** Sample Feed Item Detail component:



HOW TO GET A REPLACEMENT ZIPPER FOR MY DAYPACK?

Explore other articles and discussions on this topic.

 **SWalters** (Customer) asked a question.
August 5, 2014 at 10:37 AM

How to get a replacement zipper for my daypack?

I broke the zipper on the Daytripper back-pack and I love it! Can I just take it to the store to get it replaced or do I need to ship it back to you?

CAMPING BACKPACKING

 Liked 1 person likes this

 **CWeb** (Customer)
Yesterday at 10:44 AM • Delete

I just took mine into the store and they gave me a new one.

 Like

Write an answer... POST

TRENDING ARTICLES

- Backpacking: Before You Leave...
- Return Policy for Camping Equ...
- Backpacking for Beginners
- How to setup camping by water
- How to Choose Snowboard Bo...

SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Follow Button

The Follow Button component allows users to follow users or topics.

In the Page Editor, you can configure the follow button component on the Profile and the Topic View pages. This component allows a user to follow a topic or another user by clicking this button. When a user views their own profile, the button isn't visible.

1. Select the **Follow Button** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Followed Record ID	The system supplies this value. Don't update this field.

 **Example:** Sample Follow Button component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

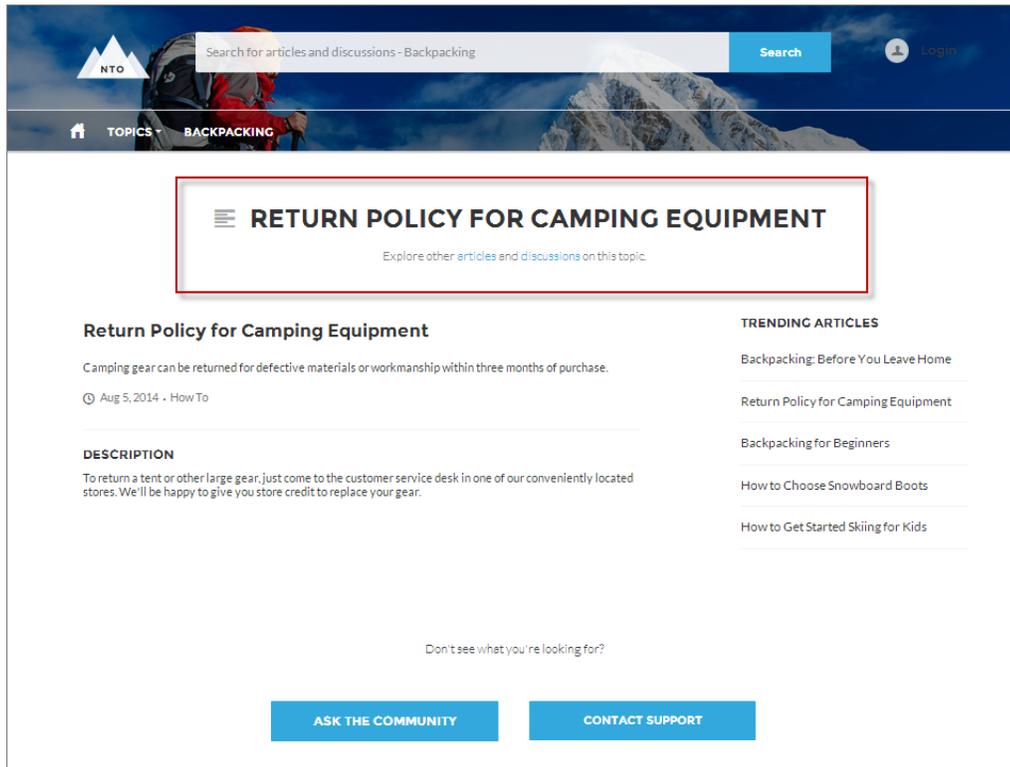
Headline

The Headline component gives you customizable headline text and text banner with inline links to pages that show discussions, topics, and articles. It also displays an icon to the left of the banner that identifies the content as an article or a discussion when either is selected.

1. Select the **Headline** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Title	Enter the static text for the page's headline. The default text for the page is <code>Welcome !</code> .
Banner Text	Enter the static text that appears on the home page. The default text is <code>A place where you can easily find solutions and ask questions.</code>
Page Type	Enter the type of content that the page displays in this page. Type either <code>article</code> , <code>topic</code> , or <code>discussion</code> to retrieve the title of the page and display an icon identifying the type of page the user is viewing.
Unique Name or ID	The system retrieves the ID from the URL of the question or article when it's selected.
Banner Text with Articles and Discussions	Enter the static text and link text that lets users select a page that shows articles or discussions. This text and links in this field appear on the page when Salesforce Knowledge is enabled and set up in your organization. You can translate and change the value of each component, but not the position of the component. <pre>Explore other articles and discussions on this topic</pre>
Banner Text with Discussions	Enter the static text and link text that lets users select a page that shows discussions only. This text and link in this field appear on the page when Salesforce Knowledge isn't enabled in your organization. You can translate and change the value of each component, but not the position of the component. <pre>Explore other discussions on this topic</pre>
Show Subtopics	Below the headline, displays links to topics that are children of the current topic. (On mobile devices, these links appear in a Subtopics menu.) Only navigational topics support parent-child relationships.

 **Example:** Sample Headline component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

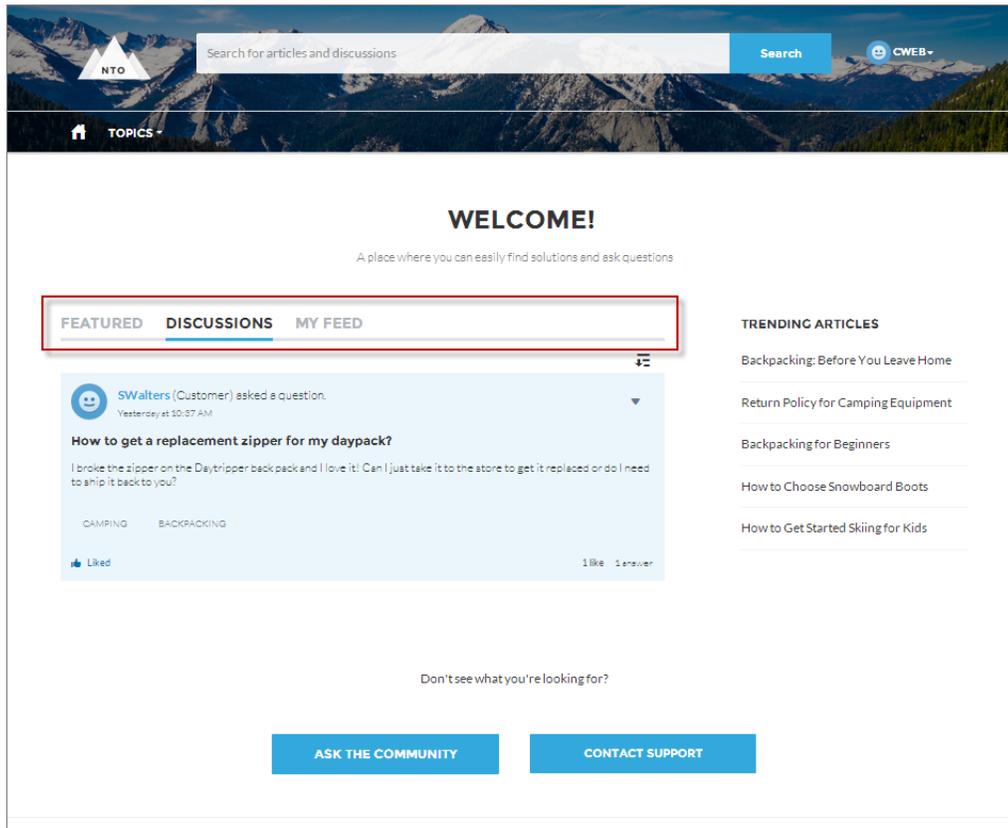
Home Tabs

The Home Tabs page component lets users change focus and display articles, discussions, or their feed items. Users must be logged in to see the My Feed tab.

1. Select the **Home Tabs** component in the page you’re configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Featured Tab Label	Enter the text you’d like to display on the tab that users select to show articles. The default text is <code>Featured</code> .
Discussions Label	Enter the text you’d like to display on the tab that users select to show discussions. The default text is <code>Discussions</code> .
My Feed Label	Enter the text you’d like to display on the tab that users select to show their feed. The default text is <code>My Feed</code> .

 **Example:** Sample Home Tabs component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Knowledgeable People

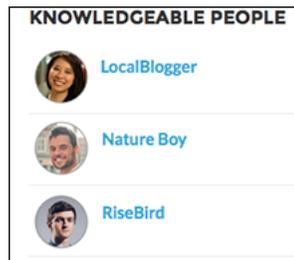
Highlight topic experts so the community can direct questions straight to them. The Knowledgeable People component displays up to five experts, chosen based on factors such as best answers, mentions, or likes on questions and posts.

In the Page Editor, you can configure the Knowledgeable People component on Topic View pages.

1. Select the **Knowledgeable People** component.
2. In the Property Editor, configure properties for the component:

Property	Details
Title	Enter a title for the component. The default text is Knowledgeable People.
Topic ID	The default entry, <code>{!topicId}</code> , displays unique knowledgeable users for each topic. To instead display knowledgeable users based on a specific topic, enter the topic ID.

 Example:



For communities created in Spring '15 or earlier, complete these steps to add the Knowledgeable People component:

1. From the community, click  in the global header.
2. Click **Administration** > **Preferences**, and select **Enable knowledgeable people on topics**.
3. Click **Administration** > **Pages**, and go to Site.com Studio.
4. In the Site Pages section, double-click the **main** page.
5. In the Views tab at left, double-click **Napili Topic View**.
6. Click the Page Elements tab , and search for the Knowledgeable People component.
7. Right-click the component, and place it in the `div.cSecondaryContent` section.

SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Language Picker

The Language Picker component lets guest users select their preferred language on a page in your community.

You can add the language picker to the header or footer, or to any section of any page; it's not included on any pages by default. Only guest users see the language picker. For authenticated users, the community automatically displays in their profile language.

When a guest user visits the community, Salesforce detects their browser language. If the browser language is one of our [18 fully supported languages](#), the community automatically displays in that language. If the browser language is not a Salesforce fully supported language, the community displays in the default site language. Customized labels and Knowledge articles use the translations added by the community admin in Translation Workbench.

If the guest user wants to view the community in a different language, they can select their preferred language using the language picker. The language picker shows all languages supported in the community. When the user selects a language, the page reloads in that language.

 **Note:**

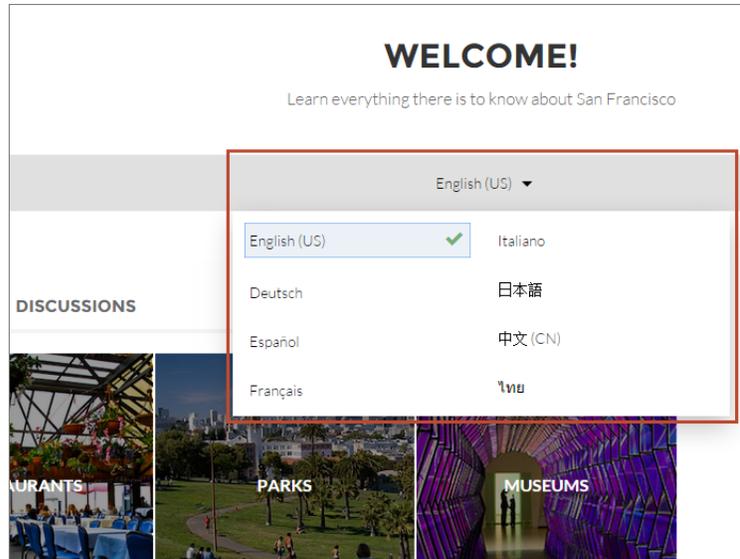
- The Language pane in Site.com Studio shows the default language as well as the list of languages supported in the community. If no languages apart from the default language have been set in Site.com Studio, the language picker shows the default language without a drop-down option. To learn more about setting site languages in Site.com Studio, see [Creating a Multilingual Site](#).
- To see the list of languages that guest users will see, go to the Branding Editor in Community Builder and make sure you're on a page that contains the language picker. Then click the drop-down icon on the language picker.

1. Select the Language Picker component in the page you're configuring.

- In the Property Editor, configure properties for the component:

Property	Details
Alignment (Left, Center, or Right)	Enter <i>Left</i> , <i>Center</i> , or <i>Right</i> to indicate how the language picker should be aligned on the page. The default value is <i>Center</i> .

 **Example:** Sample Language Picker component with drop-down language list visible:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

My Cases

The My Cases component displays a list of the user’s cases. Only authenticated users can see a list of the cases that they’ve created.

You can select the fields to display by editing the Cases list view.

 **Note:** The name of the first column in My Cases displays as the case title on mobile devices. We recommend using `Subject` as the first column so mobile users can easily scan their cases. To change the column order in the My Cases component, edit the case list view that your organization has assigned to it. By default, the My Cases component uses the All Open Cases list view from Salesforce.

- Select the **My Cases** component in the page you’re configuring.
- In the Property Editor, configure properties for the component:

Property	Details
Case Filter Name or ID	Enter the name of the list view that displays cases.  Note: By default, the template uses the AllOpenCases view, which lets users view any open cases that they have permission to see. Configure sharing to ensure that users see only cases that belong to them. Alternatively, you can use another pre-defined list view or create a custom list view.
Header Title	Enter the text for the label that appears at the top of the list of cases. The default for this field is My Cases.
Create Case Label	Enter the text you'd like to display on the button that users can click to create a case. The default text is Create Case.

 **Example:** Sample My Cases component:

ACTIVITY		CASES				
MY CASES						Create Case
Case Number	Contact Name	Subject	Status	Priority	Date/Time Opened	Case Owner Alias
00001256	Pete White	Rain fly coming loose	New	Medium	3/27/2015 9:26 AM	NUser
00001255	Pete White	The new mountaineering sy...	New	Medium	3/26/2015 10:33 PM	NUser
00001254	Pete White	What do you recommend fo...	New	Medium	3/26/2015 3:56 PM	NUser
00001253	Pete White	Down leak from sleeping ba...	New	Medium	3/26/2015 3:20 PM	NUser

SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Navigation Bar

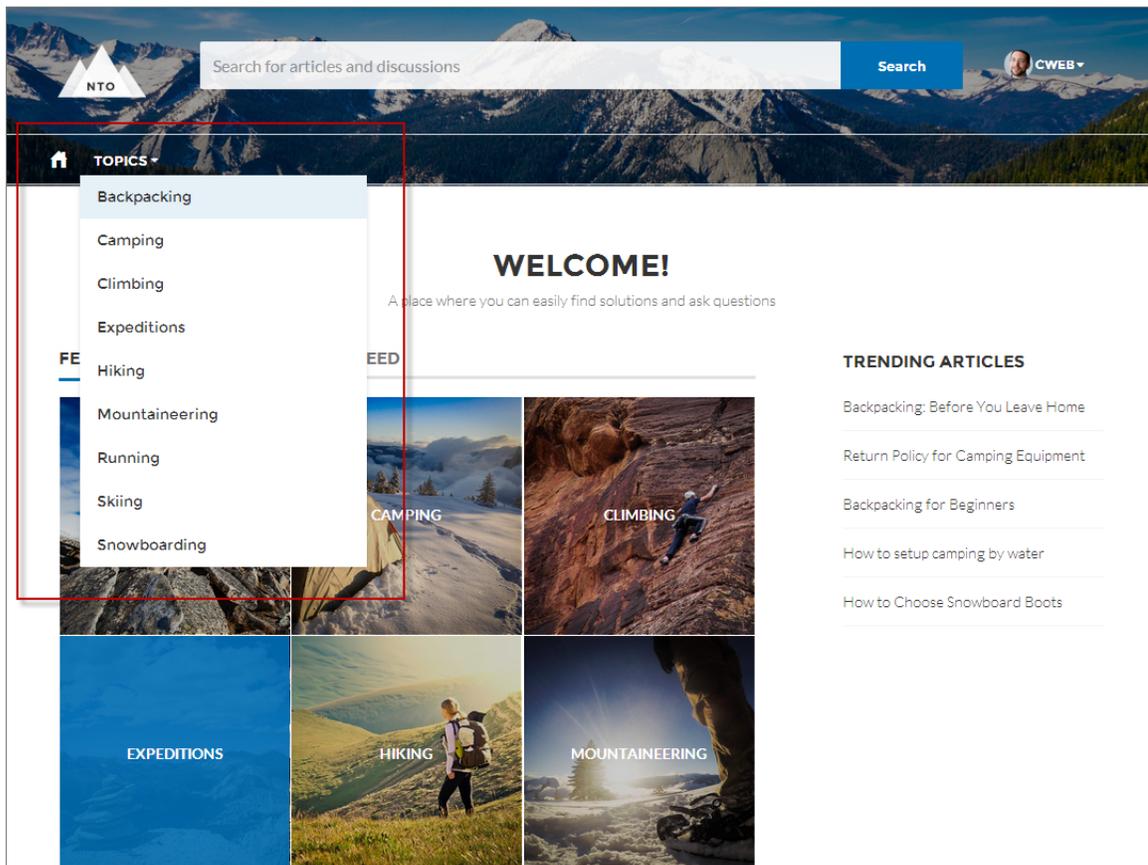
The Navigation Bar component lets users select different topics to browse and provides navigation back to the community home page.

If your Napili template version is Winter '16 or later, this component is replaced with the [Navigation Menu](#) component.

1. Select the **Navigation Bar** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Topic Menu Label	Enter the text you want to appear as the label for the drop-down list of topics that appears in the navigation bar.

 **Example:** Sample Navigation Bar component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Navigation Menu

The navigation menu component allows you to extend your community's navigation beyond navigational topics. Navigation menu items can include Salesforce objects, topics, pages in your community, and URLs to external sites.

When setting up the navigation menu, consider the following:

- You can't reorder menu items after you enter them, so take time to plan the structure of your menu before adding each item.
- Menu item labels must be unique within the community.
- You can add up to 20 navigation menu items.
- If you want to map a navigational topic to a menu item, you must first set it up in Community Management.
- There is no API support for navigation menu items.

To create or modify navigation menu items:

1. Select the **Navigation Menu** component in the page you're configuring.
2. In the Property Editor, click **Edit Navigation Menu**.

In the menu editor overlay, you can edit or delete existing menu items, or add new ones.

3. To add a menu item:

a. Click **Add Menu Item**.

b. Enter the name you want to use in the navigation menu for this item.

c. Select the type of item you're navigating to.

Options include:

- Salesforce Object—Available objects include accounts, cases, contacts, and any custom objects.

 **Tip:** Select this option to create a list view page for the selected object. This option is the easiest way to expose Salesforce record data in your community with minimum configuration.

- External URL—Links to a URL outside of your community. For example, *http://www.salesforce.com*.
- Internal URL—Links to a relative URL inside your community. For example, */contactsupport*.
- Navigational Topic—A drop-down with links to the navigational topics in your community. Navigational topics are set up in Community Management.

d. Complete the fields based on the type you selected.

- If you selected Salesforce Object, select the default list view to show.
- If you selected Internal URL, enter the relative URL for the page you want to link to. For example, if your community has a Contact Support page with the URL *http://acme.com/support/contactsupport*, you would enter */contactsupport*.
- If you selected External URL, enter the fully qualified URL.
- Select **Publicly Available** if you want the navigation menu item to show for guest users that aren't members of the community.

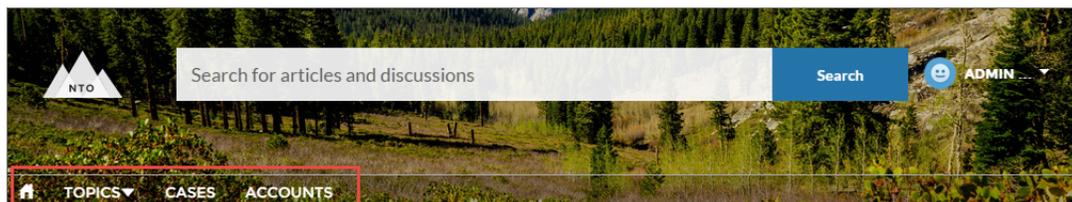
4. To delete a menu item, click  next to the menu item name.

5. Save your changes.

If your community is already active, you see a Publish Changes button. **When you click this button, your new navigation menu changes are immediately visible to community members.**

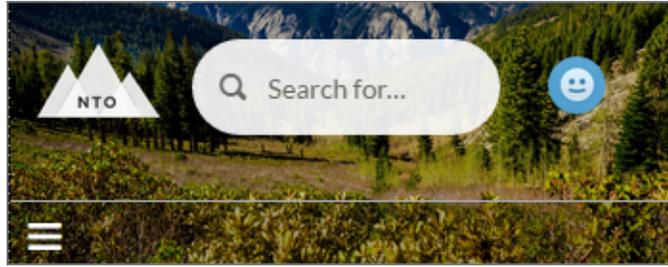
If your community is still in Preview status, you see a Save Changes button. When you click this button, your changes are saved and will be visible to your community when you activate it.

 **Example:** Sample Navigation Menu component:



On a mobile device, your community navigation menu collapses to better fit your screen.

Sample Navigation Menu component on a mobile device:



If your community hosts users who speak different languages, you can translate your navigation menu using the Translation Workbench. For information on using the Translation Workbench, see "Entering Translated Terms" in the Salesforce help.

SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Profile Header

The Profile Header component displays a user's name (or nickname) and profile picture with a drop-down that lets users navigate to their profile, open a case, access their locale and email notification settings, or log out of the community. If the user isn't logged in, a Login button appears in the header.

Users can't customize the profile photo functionality in the profile header—they need to edit all profile information from the profile details page.

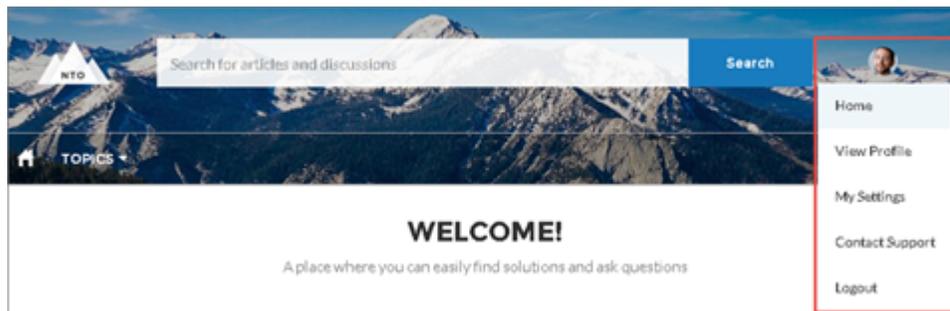
 **Note:** If nickname display is enabled in the community, this component shows the nickname instead of the user's name. The user's reputation level displays only if reputation is enabled in the community.

1. Select the **Profile Header** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Case Filter Name or ID	The name or ID of the list view that displays the user's cases. This value is used throughout the community to display the user's list of cases.  Note: By default, the template uses the AllOpenCases view, which lets users view any open cases that they have permission to see. Configure sharing to ensure that users see only cases that belong to them. Alternatively, you can use another pre-defined list view or create a custom list view.
Include Contact Support	Select this checkbox to include the option to contact an agent from the profile.
Home Label	Enter the text you want to show for the link to the community home page from the user navigation menu. The default text is <i>Home</i> .
View Profile Label	Enter the text you want to show for the link to the profile detail page. The default text is <i>View Profile</i> .
Contact Support Label	Enter the text you want to show for the link to the page where the user can open a case. The default text is <i>Contact Support</i> .

Property	Details
Login Label	Enter the text you want to show for the link to log in to the community. The default text is <i>Login</i> .
Logout Label	Enter the text you want to show for the link to log out from the community. The default text is <i>Log Out</i> .
Community Management	Enter the text you want to show for the link to the Community Management page. The default text is <i>.</i> This link only appears for users with permissions to manage the community.
Community Setup Label	Enter the text you want to show for the link to the setup page for communities. The default text is <i>Community Setup</i> . This link is shown to users with permissions to create or modify the community's administration settings.
User Settings (Napili template only)	Enter the text you want to show for the link to access an authenticated user's personal settings for the community. The default text is <i>My Settings</i> .
Show User Settings in Menu (Napili template only)	Select this checkbox to show user setting in the profile drop-down list.

 **Example:** Sample Profile Header component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Recommendations

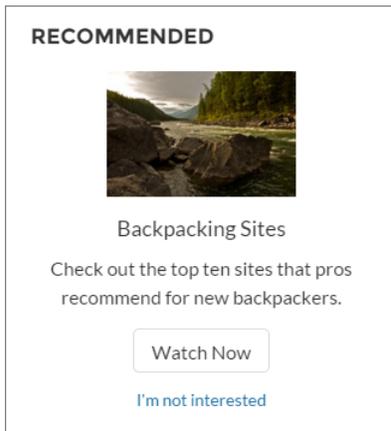
The Recommendations component displays the recommendations for your community.

In the Page Editor, you can configure the Recommendations component on the Home page. If no recommendations have been created for the community, you can configure the component but it doesn't appear on the Home page until a recommendation is created.

1. Select the **Recommendations** component.
2. In the Property Editor, configure properties for the component:

Property	Details
Title	Enter a title for the component. The default text is <i>Recommended</i> .

 **Example:** Sample Recommendations component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Record Headline

The Record Headline component shows the record name, key record highlights, and action buttons that allow users to edit or delete the record.

Napili supports a record detail page that you can use out of the box with no configuration. All objects in your community without a preassigned record detail page use this generic page, called Record Detail, to display record data. For example, consider the scenario where a user lands on a case detail page (that uses a preassigned case detail layout) and clicks on a contact in the related records. If you haven't created a custom record detail page for contacts, the contact information is displayed using the generic Record Detail page. Under the hood, the Record Detail page uses the Record Headline component along with the Record Information component to display record data.

- The Record Headline component supports accounts, cases, contacts, tasks, events, and custom objects.
 - You can use the Record Headline component on custom record detail pages that you create. We recommend using it with the Record Information component.
 - You can modify what fields display in the Record Headline component by customizing the Highlights Panel layout in the object's page layout.
 - Community members with the necessary permissions can use the Edit and Delete buttons to modify or delete the record. These buttons don't display on mobile devices.
1. From the Page menu in Community Builder, select Record Detail or your custom record detail page.
 2. Select the **Record Headline** component or drag the component from the Page Editor to the page to add it.
 3. In the Property Editor, configure properties for the component:

Property	Details
Record ID	The ID of the record displayed. Typically, this field is automatically populated.

 **Example:** Sample Record Headline component in Napili:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Record Home List View

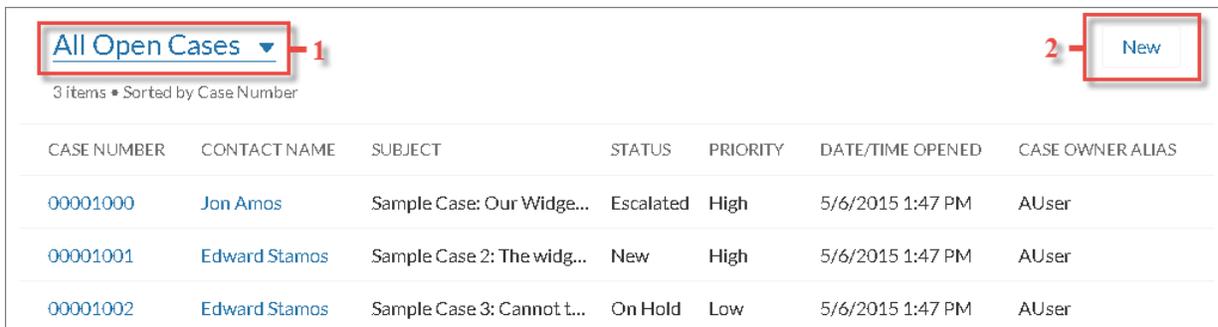
The Record Home List View component shows a list of records on the Record List page. Users can view records, switch between record list views, and create new records directly from the list view. If a user doesn't have access to a particular list view, they see the Recently Used list view instead.

When you create a custom navigation menu item using the Salesforce Object type, it automatically links to a page that displays a list of records for that object. Napili provides an out-of-the-box page to display that list of records. This generic page, called the Record List page, is used for all objects in your community unless you create a custom page.

- The Record Home List View component supports accounts, cases, contacts, and custom objects.
 - You can use the Record Home List View component on custom record list pages that you create. You can also create a navigation menu item to link to that page with its internal page URL.
 - Community members with the necessary permissions can use the New button on the component to create new records. This button doesn't display on mobile devices.
1. Select the **Record Home List View** component on the Record List page.
 2. In the Property Editor, configure properties for the component:

Property	Details
Object Name	The API name of the Salesforce object whose records you want to show. The following objects are supported: accounts, cases, contacts, and custom objects.
Filter Id	The ID of the list views for this object.
Page Size	The number of entries retrieved to show in the list view. The default is 25.

 **Example:** Sample Record Home List View component:



- Use the menu (1) to change the list view.
- Use the **New** button (2) to create a new record. A window pops up where a user can enter and save record details.

SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Record Information

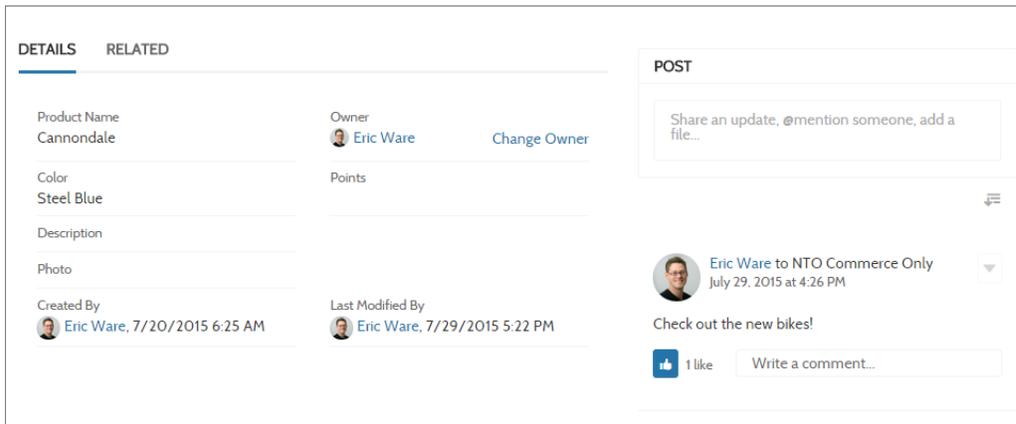
The Record Information component shows detailed record information, lists of related records, and the record feed.

Napili supports a record detail page that you can use out of the box with no configuration. All objects in your community without a preassigned record detail page use this generic page, called Record Detail, to display record data. For example, consider the scenario where a user lands on a case detail page (that uses a preassigned case detail layout) and clicks on a contact in the related records. If you haven't created a custom record detail page for contacts, the contact information is displayed using the generic Record Detail page. Under the hood, the Record Detail page uses the Record Information component along with the Record Headline component to display record data.

- The Record Information component supports accounts, cases, contacts, tasks, events, and custom objects.
 - You can use the Record Information component on custom record detail pages that you create. We recommend using it with the Record Headline component.
 - You can modify what fields display in the Record Information component by customizing the object's page layout.
 - Community members with permissions can create new related records from the Related tab. They can also expand related record lists to see a longer list. These details are displayed on the generic Related Record List page (non-editable). These buttons don't display on mobile devices.
1. In the Community Builder Page Editor, select Record Detail or your custom record detail page from the page menu.
 2. Select the **Record Information** component or drag the component from the Page Editor to the page to add it.
 3. In the Property Editor, configure properties for the component:

Property	Details
Record ID	The ID of the record. This value is automatically populated.
Details Tab Label	Label for the tab that shows record details. The default label is Details.
Related Tab Label	Label for the tab that shows lists of related records. The default label is Related.
Discussion Tab Label	Label for the tab that shows the record feed. The default label is Discussions. This label is used on mobile devices only.

 **Example:** Sample Record Information component in Napili:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Related Record List

The Related Record List component shows a list of records that are related to a record. For example, if you're looking at an account, you can see a related list of contacts for that account.

When a user expands the list of related records on the Record Detail page, or on a custom page that uses the Record Information component, the Related Record List page is displayed. The Related Record List page uses the Related Record List component under the hood. This component is not customizable.

 **Example:** Sample Related Record List component:

ACCOUNTS > EDGE COMMUNICATIONS

Contacts New

8 Items • Sorted by Last Name

CONTACT NAME	TITLE	EMAIL	PHONE
Michael Chang		michaelcalf@gmail.com	
Sean Forbes	CFO	sean@edge.com	(512) 757-6000
Rose Gonzalez	SVP, Procurement	rose@edge.com	(512) 757-6000

SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Related Topics

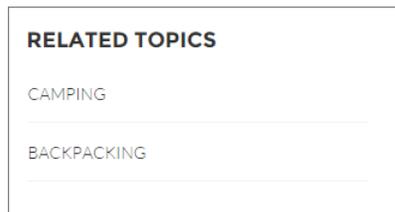
The Related Topics component displays the topics related to the topic being viewed by the user.

In the Page Editor, you can configure the Trending Topics component on the Topics View page.

1. Select the **Related Topics** component.
2. In the Property Editor, configure properties for the component:

Property	Details
Title	Enter a title for the list of related topics. The default text is <code>Related Topics</code> .
Topic ID	The system supplies this value. Don't update this field.

 **Example:** Sample Related Topics component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Reputation Leaderboard

The Reputation Leaderboard component displays a list of up to 15 community members with the highest reputation points.

In the Page Editor, you can configure the Reputation Leaderboard component on the Home page.

1. Select the **Reputation Leaderboard** component.
2. In the Property Editor, configure properties for the component:

Property	Details
Title	Enter a title for the reputation leaderboard. The default text is <code>Leaderboard</code> .
Number of Users	Enter the maximum number of users to display. You can choose to display up to 15 users.

 **Example:** Sample Reputation Leaderboard component:

LEADERBOARD		
	NTO Admin 3	194 Points
	ACharles 2	133 Points
	CWeb 2	121 Points
	SClark 2	76 Points
	CXee 2	63 Points
	JHemsley 1	8 Points

SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Results List

The Results List component lets users view tabbed lists of articles and discussions that are returned from either selecting a topic or typing a search string in the Search Publisher.

When users filter by topic from the home page, they see articles from all featured and navigational topics in the community. Articles with user-assigned topics don't appear in the result list.

1. Select the **Results List** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Show Article Tab	Select this checkbox if you have Salesforce Knowledge enabled and want community members to search for and view articles.
Number of Articles	Specify the maximum number of articles to display in the component.
Active Tab	Specify which tab you want to appear as selected with its contents exposed, when the page loads. The expression retrieves the parameter from the query string in the URL for the page. Type <i>articles</i> to display the article results list first or <i>discussions</i> to display the contents of the discussion results list first.
Search Term	The expression returns results based on the text users enter when typing their search queries.
Topic ID	The expression in the Topic ID field uses the topic ID that the user selects when filtering by topic.
Discussions Tab Label	Enter the text that appears on the tab that users can select to view the list of returned discussions. The default text is <i>Discussions</i> .

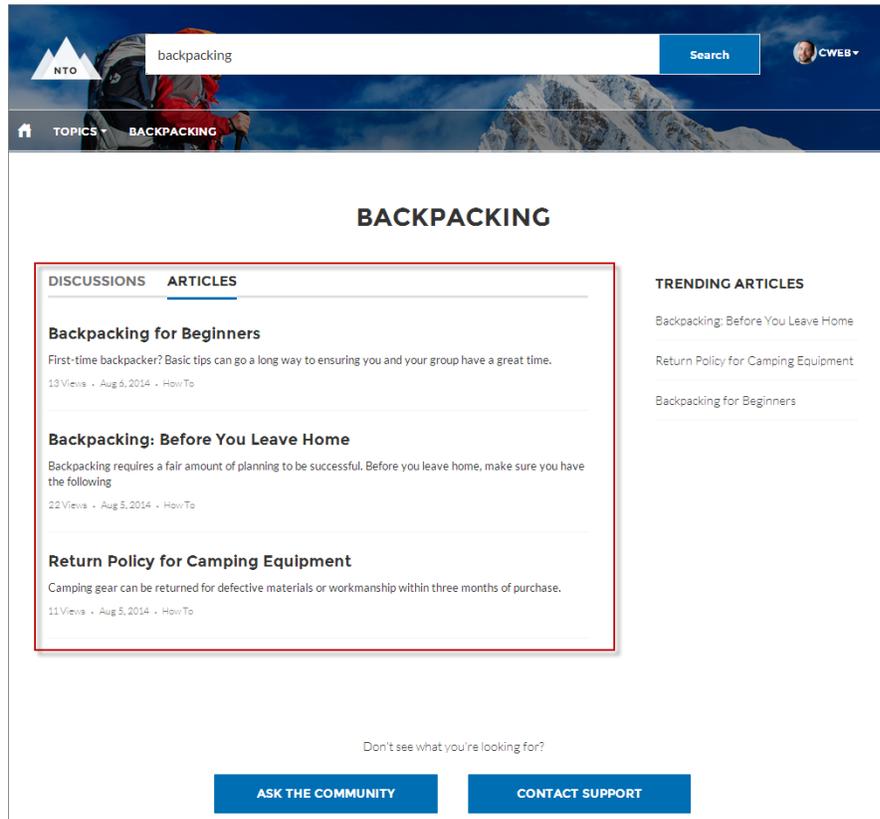
Property

Details

Articles Tab Label

Enter the text that appears on the tab that users select to view the list of returned articles. The default text is `Articles`.

 **Example:** Sample Results List component:



SEE ALSO:

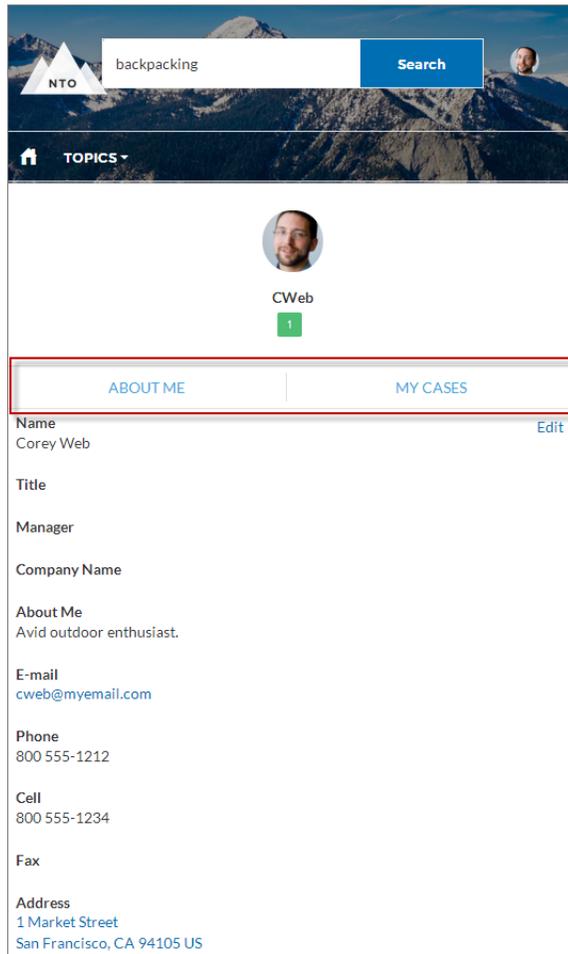
[Which Components Can I Use with Each Template?](#)

Scroll To

Custom code on the Napili Profile page lets users scroll to the selected component from a user's profile page. This saves a mobile user from having to scroll to a profile component that isn't visible on his or her device.

1. On the Napili Profile page, right-click the area of custom code below the User Profile Header, and click `Edit`.
2. In the Edit Code page, you can change the labels that let mobile users navigate in their profile.

 **Example:** Sample Scroll To component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Search

The Search component lets users search articles within the context of the page they're viewing.

When a user types in the search text box, the system returns suggested articles and search strings that match the characters typed in the search box.

1. Select the **Search** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Placeholder Text	Enter the text that appears in the search bar. The default value is <i>What would you like to know?</i>

Property	Details
Category Name	The top-level category that contains the subcategories for articles is automatically set using an expression that uses the top-level category you specified in the template's Custom Properties.
Max Number of Auto Query Suggestions	Select the number of search queries to return per match.
Max Number of Article Title Match Results	Select the number of articles to return per match.

 **Example:** Sample Search component:

COOKLY


JON AMOS

How to cook Marinated Wild Salmon

"A delicious, healthy lemon-garlic marinade for salmon with cilantro and red chili flakes. Marinate at least 6 hours. Broil in the oven or grill 7 to 8 minutes per side."

© Apr 4, 2014 - How To

ADDITIONAL RESOURCES



Directions

1. Season fillets with salt and pepper, onion powder, and red pepper flakes. Set aside in a baking dish.
2. In a medium bowl, mix together olive oil, lemon juice, garlic, balsamic vinegar, sugar, green onions, and cilantro. Pour marinade over salmon; cover, and refrigerate overnight, or at least 6 hours.
3. Preheat oven to 450 degrees F (230 degrees C).
4. Arrange salmon on a broiling sheet. Place in a preheated oven, and bake for 5 minutes. Increase heat to 500 degrees F (260 degrees C), turn filets, and broil 5 minutes more.

SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Search Publisher

The Search Publisher component lets your users search for articles and discussions. It also lets users ask questions or contact support when they can't find the information they're looking for.

When a user enters a question in Chatter, similar questions and Knowledge articles automatically appear in a drop-down list below the Chatter publisher. Questions in the search results show the number of answers and a green checkmark with the text **Best Answer** if a best answer was selected.

The drop-down search results are based on whether the question or article title contains the text entered by the user. The search accounts for partially matching terms and non-adjacent terms; for example, the results for "best backpack" could include a question titled "Which backpack is best for day hikes?", and the results for "backpack" could include an article titled "Backpacking Tips". When a user performs a full search by clicking **Search**, the search engine also scans question descriptions and article text for matching terms.

1. Select the **Search Publisher** component in the page you're configuring.

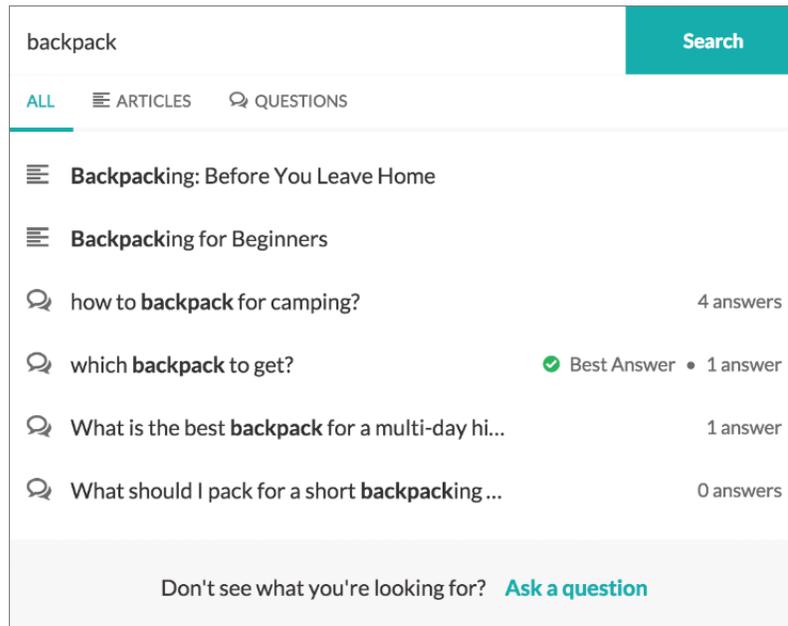
2. In the Property Editor, configure properties for the component:

Property	Details
Enable Contact Support	Select this option to let users contact customer support to create a case.
Contact Support Label	Enter the text to display for the option to create a case.
Contact Support Privately Label	Enter the text to display for the option to contact support in a private message.
Case Quick Action Name	Enter the name of the action that creates new cases. Use the action layout editor to specify which fields to include in the layout. You also need to include this action in the Web-to-Case settings. For more information on quick actions and Web-to-Case, see the Salesforce Help.
Search Box Placeholder Text	Specify the text that appears in the search box. The default text is <code>Search for articles and discussions</code> .
All Results Label	Enter the name of the search results tab that displays both questions and articles. The default text is <code>All</code> . This functionality is available only in the Winter '16 version of community templates.
Article Results Label	Enter the name of the search results tab that displays articles only. The default text is <code>Articles</code> . This functionality is available only in the Winter '16 version of community templates.
Question Results Label	Enter the name of the search results tab that displays questions only. The default text is <code>Questions</code> . This functionality is available only in the Winter '16 version of community templates.
Max Number of Results Returned	Enter the maximum number of results displayed on each tab during a search. The default value is <code>6</code> . An equal number of questions and articles is displayed in the combined results tab, but if there aren't enough of one type of result, additional results of the other type are displayed to reach the maximum. This functionality is available only in the Winter '16 version of community templates.
Show Questions Before Articles	By default, articles appear above questions in the combined search results, and the article results tab precedes the question results tab. Select this option (which is off by default) to display questions before articles, and to switch the tab order. This functionality is available only in the Winter '16 version of community templates.
Post To Label	Enter the text that directs the user to create a post.
Select Topic Label	Enter the text that lets users pick a topic for their question or contact customer support. The default text is <code>Select Post Destination</code> .
Topic Required Label	Enter the text that shows that selecting a topic is required.
Continue to Post Text	Enter the text that invites users to post a question to the community or to customer support. The default text is <code>Don't see what you're looking for?</code> .
Post a Question Text	Enter the text that users click to ask a question. The default text is <code>Ask a new question</code> .
Sign In to Post Question Text	Enter the text that directs users to a login page before they ask a question.

Property**Details**

Allow File Attachments Select this option to let users attach a file to a question.

 **Example:** Sample Search Publisher component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Single Article View

The Single Article View component lets users view and vote on an individual article after they've selected it from search results or browsing topics.

The article's title, latest revision date, and article type appear with the body of the article. Users can follow navigation links to browse other topics.

 **Note:** When a user views an article that's been returned from a Web search, the navigation breadcrumbs show the path to the first topic associated with the article.

If you enable article voting for this component, authenticated users see a prompt to vote below each article. Users can give articles a thumbs up or thumbs down vote. If your organization uses star rating on articles, thumbs up votes are recorded as five stars and thumbs down votes are recorded as one star. Article voting is available in the Winter '16 version of community templates.

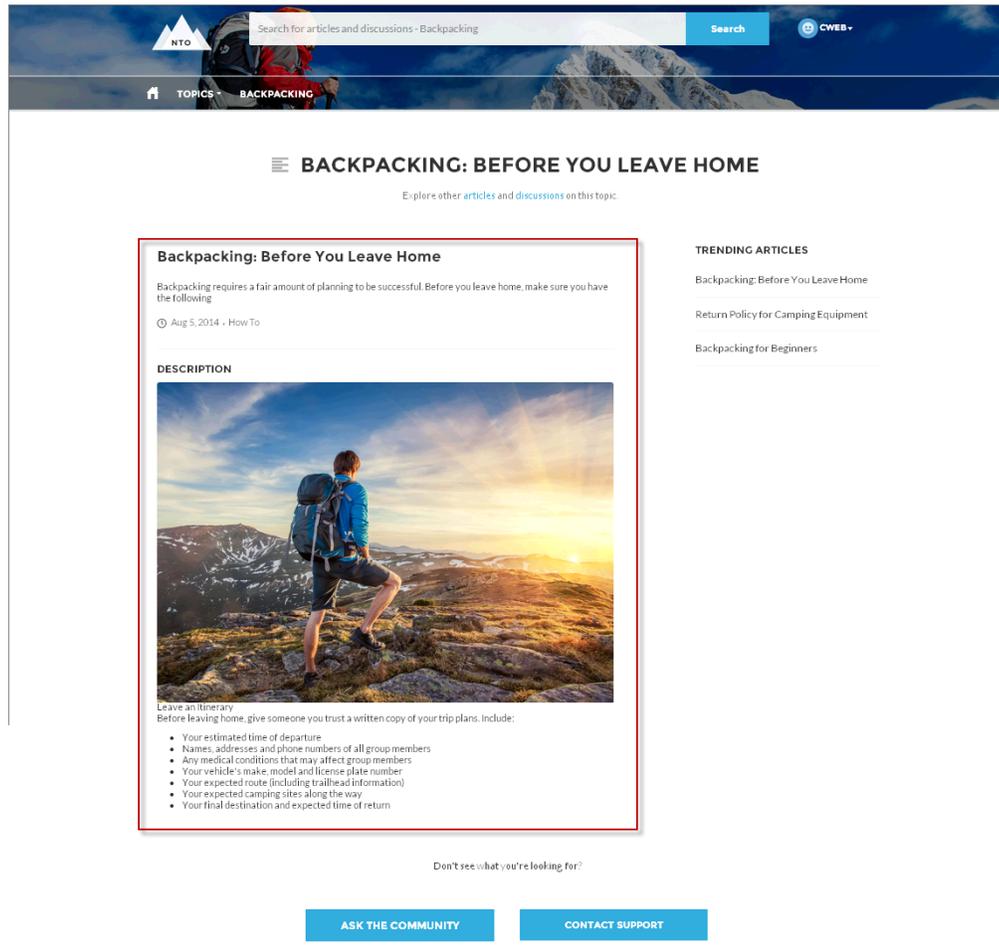
When a user votes on an article, a confirmation message appears next to their vote. The user can return to the article later to view their vote, but can't change it or see voting data from other community members. You can view an article's voting data at the top of the article in your organization.

1. Select the **Single Article View** component in the page you're configuring.

2. In the Property Editor, configure properties for the component:

Property	Details
URL Name	This value is retrieved when the individual article is selected.
Enable Article Voting	Select this option, which by default is not selected, to let users vote on articles. This functionality is available only in the Winter '16 version of community templates.
Voting Prompt Text	Enter the text that appears above the voting buttons. The default text is <code>Was this article helpful?</code> This functionality is available only in the Winter '16 version of community templates.
Voting Confirmation Text	Enter the text that appears when a user votes on an article. The default text is <code>Thanks for voting.</code> This functionality is available only in the Winter '16 version of community templates.

 **Example:** Sample Single Article View component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Toggle Button

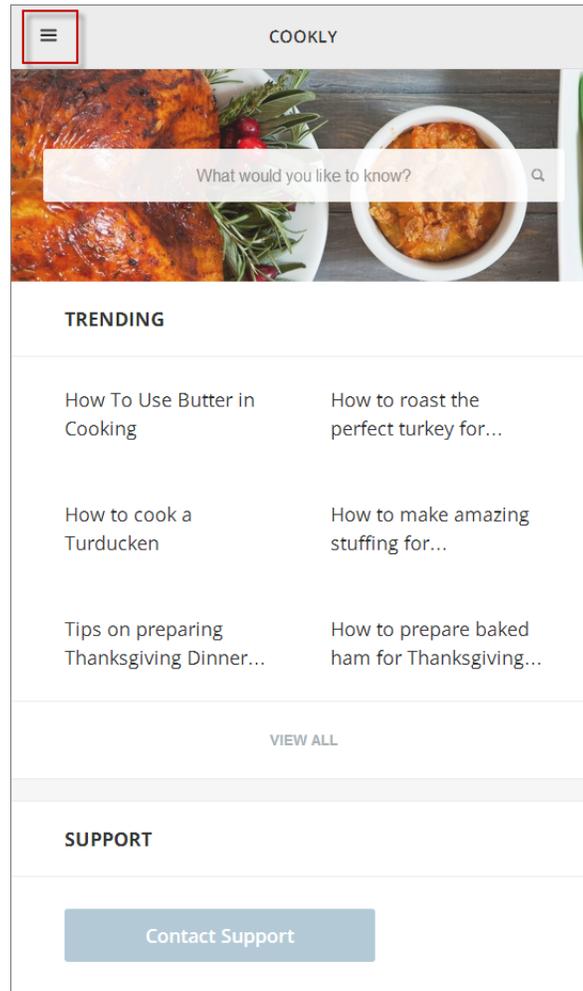
The Toggle Button component lets users display or collapse the left navigation menu for mobile devices and tablets. It doesn't appear in the desktop view.

You can find the **Toggle Button** component in the template header.

1. Select the **Toggle Button** component in the page you're configuring.

There are no properties to set for this component.

 **Example:** Sample Toggle Button component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Topic Trending Articles

The Topic Trending Articles component displays the most popular articles in your community organized by topic.

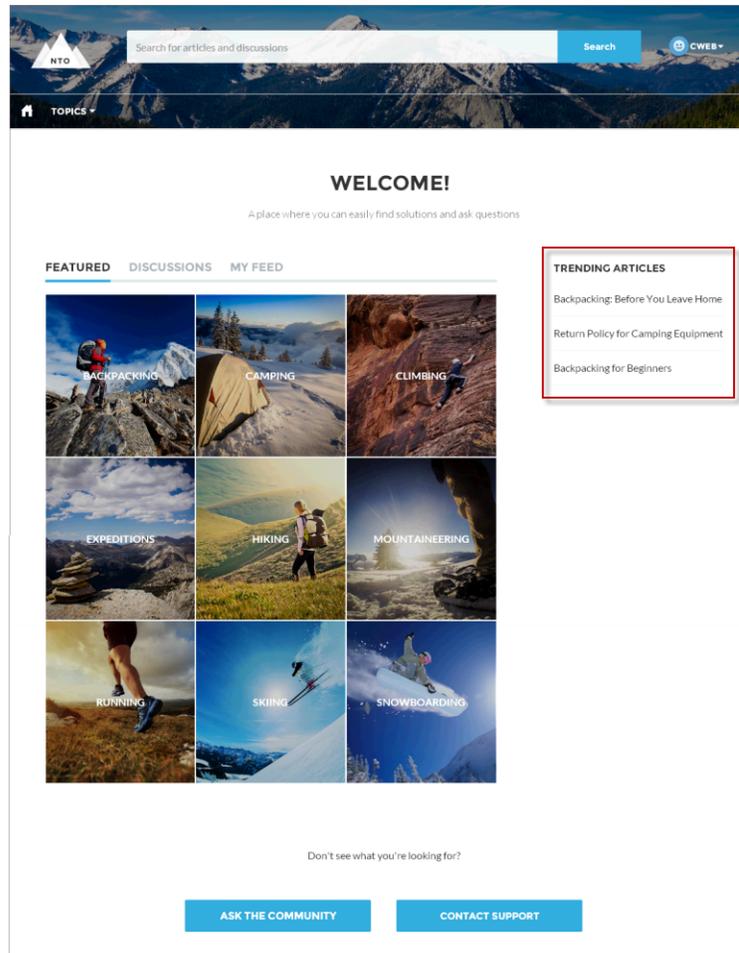
The topicID attribute is optional. If it's not set, then trending articles scoped by all managed topics appear in the component. An article's popularity is based on the number of recent views.

1. Select the **Topic Trending Articles** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Title	Enter the text that is the title for the component. The default text is <i>Trending Articles</i> .

Property	Details
Number of Articles	Enter the maximum number of trending articles to display.
Topic ID	The expression in the field uses the ID from the topic that the user selects to display the list of articles. To display articles from all managed topics, leave this field blank.

 **Example:** Sample Topic Trending Articles component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Trending Articles

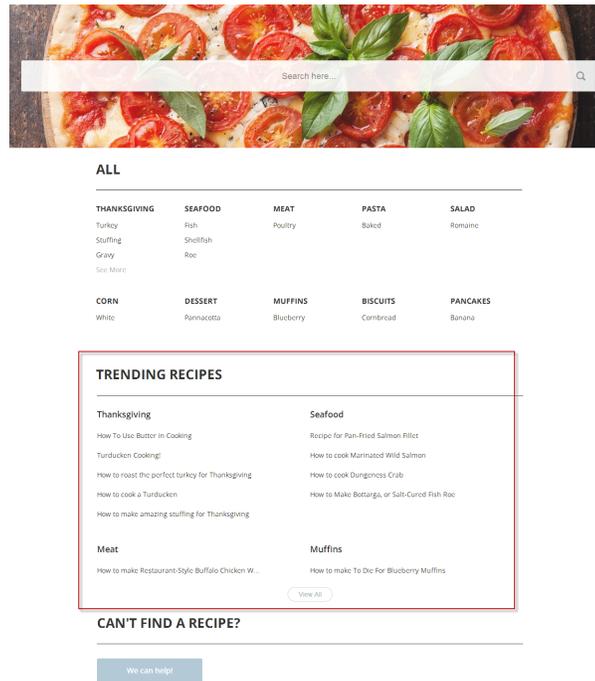
The Trending Articles component displays the most popular articles in your community. You can display them sorted by category or just display the top articles regardless of category.

An article’s popularity is based on the number of recent views. You can specify two different display options for this component:

- A two-column list of the top trending articles for the community.
 - Two or more columns of trending articles sorted by data category. When a data category doesn't have any articles that are trending, it doesn't appear in the list.
1. Select the **Trending Articles** component in the page you're configuring.
 2. In the Property Editor, configure properties for the component:

Property	Details
Category Name	The top-level category that contains the subcategories for articles is automatically set using an expression that uses the top-level category you specified in the template's Custom Properties.
Number of Articles	Enter the maximum number of articles to display in the component. If you are using the two-column view with images, this will be the total number of articles that appear in the component. If you choose to display articles by data category, this will be the number of articles per child category.
Number of Categories	<p>Enter the maximum number of categories to display in the component. This value controls whether the trending articles are organized by category or not:</p> <ul style="list-style-type: none"> • To view a list of trending articles that isn't organized by categories, type <i>0</i> in the field. • To view trending articles organized by data category, specify the number of categories to display. <p> Note: If you specify a parent category that has no children, the component will display the trending articles without categories even if you specify a number in this field.</p>
Title	Enter a title for the component. The default text is <i>Trending</i> .

 **Example:** Sample Trending Articles component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Trending Topics

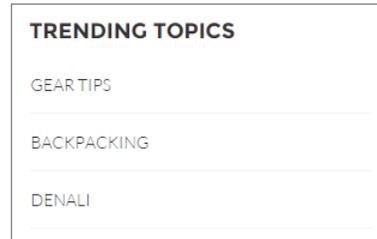
The Trending Topics component displays the popular topics in your community.

In the Page Editor, you can configure the Trending Topics component on the Home page.

1. Select the **Trending Topics** component.
2. In the Property Editor, configure properties for the component:

Property	Details
Title	Enter a title for the list of trending topics. The default text is Trending Topics .
Number of Topics	Enter the number of trending topics to display. You can display a maximum of five topics at a time.

 **Example:** Sample Trending Topics component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

User Profile Body

The User Profile Body component shows details about a user including contact information, profile photo, Chatter statistics, and topics the user is knowledgeable about. On other users' profiles, it also shows a Follow button.

Chatter statistics for the community include number of posts and comments, likes received, followers, and people the user is following. Knowledgeable About shows top topics that people know about so the community can quickly see areas of expertise. Topic knowledge is calculated based on factors such as best answers, mentions, or likes on questions and posts.

If nickname display is enabled for the community, the nickname is shown in place of the full name when a user views another user's profile. The full name is shown when a user views their own profile.

1. Select the **User Profile Body** component in the page you're configuring.
2. Select the Properties pane to view properties for the component:

Property	Details
User ID	The system supplies this value so that authenticated users can view their own information. Don't update this field.
Show Knowledgeable About	Determines if the Knowledgeable About list is shown.
Title	Enter a title for the component. The default text is Knowledgeable About.
Maximum Topics Displayed	Enter the maximum number of topics listed for each user, up to a limit of 10.

 **Example:** Sample User Profile Body component:

Eric Ware		FOLLOW	
Name	Eric Ware	29 Posts & Comments	15 Likes Received
Manager		1 Followers	1 Following
Title	Chairman/President/CEO	Knowledgeable About	
Company Name	NTO	Backpacking Packs Outdoor Packs Backpacks Daypacks Laptop Backpacks	
About Me	NTO Expert for all of your outdoor gear questions!		
Email	[Redacted]		
Phone	415-901-8000		
Address	1 Market San Francisco, CA 94105 US		
Cell			

By default, all the information in a user's profile is visible to all users in the community, including to unlicensed guest users accessing the community. To limit access to members' contact information, use a custom page layout for user profiles and hide fields that reveal sensitive information, such as phone numbers, email, title, and manager's name.

 **Note:** Showing many user fields in a custom layout affects the performance of the profile view. We recommend showing no more than 8 fields.

Similarly, consider modifying the fields for unlicensed guest user profiles to show only the necessary information. For example, you could hide the manager field. For detailed instructions on customizing page layouts, see the Salesforce online help.

User Profile Detail

The User Profile Detail component displays the user's contact information, title, manager's name, and address. If nickname display is enabled for the community, the nickname is shown in place of the full name when a user views another user's profile. The full name is shown when a user views their own profile.

By default, all the information in a user's profile is visible to all users in the community, including to unlicensed guest users accessing the community. To limit access to members' contact information, use a custom page layout for user profiles and hide fields that reveal sensitive information, such as phone numbers, email, title, and manager's name.

 **Note:** Showing many user fields in a custom layout affects the performance of the profile view. We recommend showing no more than 8 fields.

Similarly, consider modifying the fields for unlicensed guest user profiles to show only the necessary information. For example, you could hide the manager field. For detailed instructions on customizing page layouts, see the Salesforce online help.

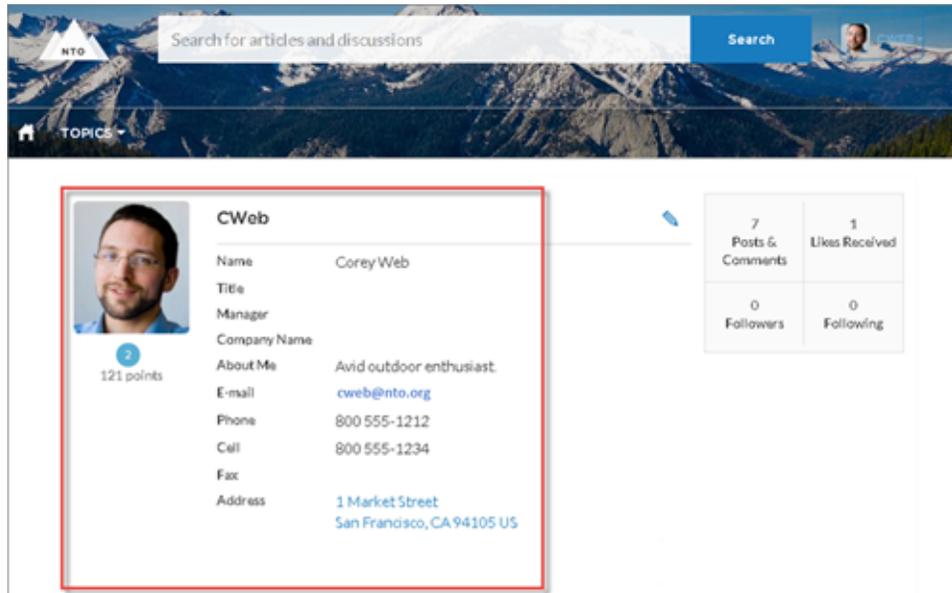
You can find the user profile header component in the Profile page. This component allows users to edit their profile information from the community. When viewing another user's profile, you can click their address to see a Google map of their location.

 **Note:** When viewing a community on a mobile device, the Google map appears below the address.

1. Select the **User Profile Detail** component in the page you're configuring.
2. Select the Properties pane to view properties for the component:

Property	Details
User ID	The system supplies this value so that authenticated users can view their own information. Don't update this field.

 **Example:** Sample User Profile Detail component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

User Profile Header

The User Profile Header component displays the user's reputation level, reputation points, and profile photo.

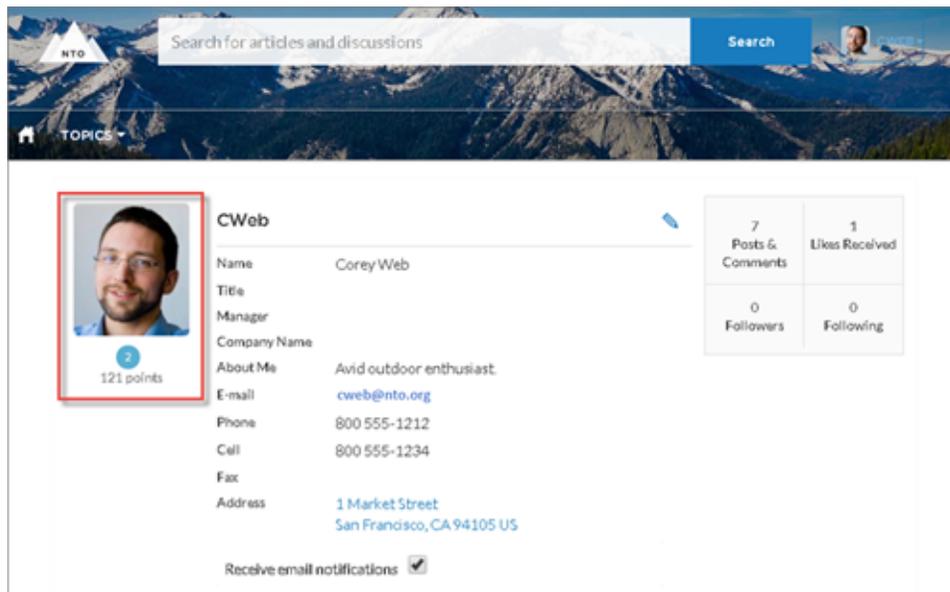
You can find the user profile header component in the Profile page. This component allows users to upload their profile photos in the community.

 **Note:** The user's reputation level and points display only if reputation is enabled in the community.

1. Select the **User Profile Header** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
User ID	The system supplies this value so that authenticated users can view their own information. Don't update this field.

 **Example:** Sample User Profile Header component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

User Profile Header Detail

The User Profile Header Detail component displays a user's photo, contact information, reputation level, title, and manager's name. If nickname display is enabled for the community, the nickname is shown in place of the full name when a user views another user's profile. The full name is shown when a user views their own profile.

By default, all the information in a user's profile is visible to all users in the community, including to unlicensed guest users accessing the community. To limit access to members' contact information, use a custom page layout for user profiles and hide fields that reveal sensitive information, such as phone numbers, email, title, and manager's name.

Similarly, consider modifying the fields for unlicensed guest user profiles to show only the necessary information. For example, you could hide the manager field. For detailed instructions on customizing page layouts, see the Salesforce online help.

Users in Koa and Kokua communities access the user profile body by viewing their own profile or clicking another member's name. In their own profile, users can click the pencil icon to edit their contact information. In another user's profile, users can click **Follow** to see the user's community activity directly in their feed. Clicking another user's address displays a Google map of their location.

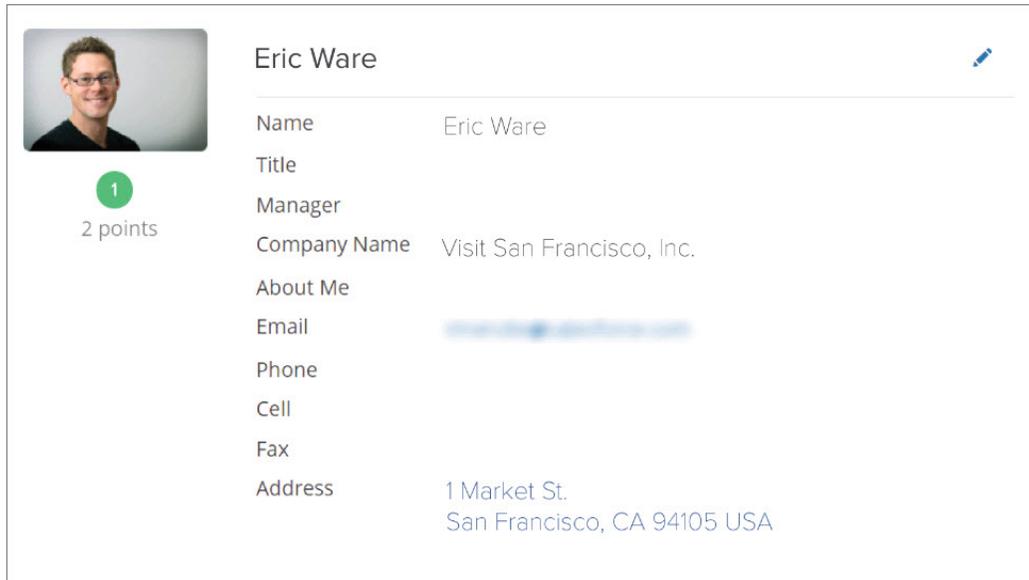
 **Note:** When viewing a community on a mobile device, the Google map appears below the address.

 **Important:** To avoid issues with the My Cases component, make sure that the User Profile Header Detail component and the My Cases component occupy different regions of the My Cases page. They occupy different regions by default, but you should verify in your community. To check, navigate to the My Cases page in Community Builder, go to the Page Editor, and click . If the two components are listed under one region—for example, Content—drag one to a different region.

1. Select the **User Profile Header Detail** component in the page you're configuring.
2. Select the Properties pane to view properties for the component:

Property	Details
User ID	The system supplies this value so that authenticated users can view their own information. Don't update this field.

 **Example:** Sample User Profile Header Detail component:



User Profile Knowledgeable About

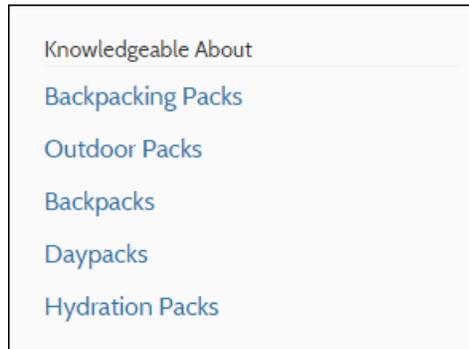
On user profile pages, show the top topics people know about so the community can quickly see areas of expertise. Topic knowledge is calculated based on factors such as best answers, mentions, or likes on questions and posts.

In the Page Editor, you can configure this component on User Profile pages.

- Do one of the following:
 - To display the Knowledgeable About list within the User Profile Body component, select that component.
 - To display the list elsewhere on the profile page, drag the User Profile Knowledgeable About component to the desired location.
- In the Property Editor, configure properties for the component:

Property	Details
User ID	The default entry, {!recordId}, displays unique topics for each user. To instead display topics based on a specific user, enter their ID.
Title	Enter a title for the component. The default text is Knowledgeable About.
Maximum Topics Displayed	Enter the maximum number of topics listed for each user, up to a limit of 10.

 Example:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

User Profile Stats

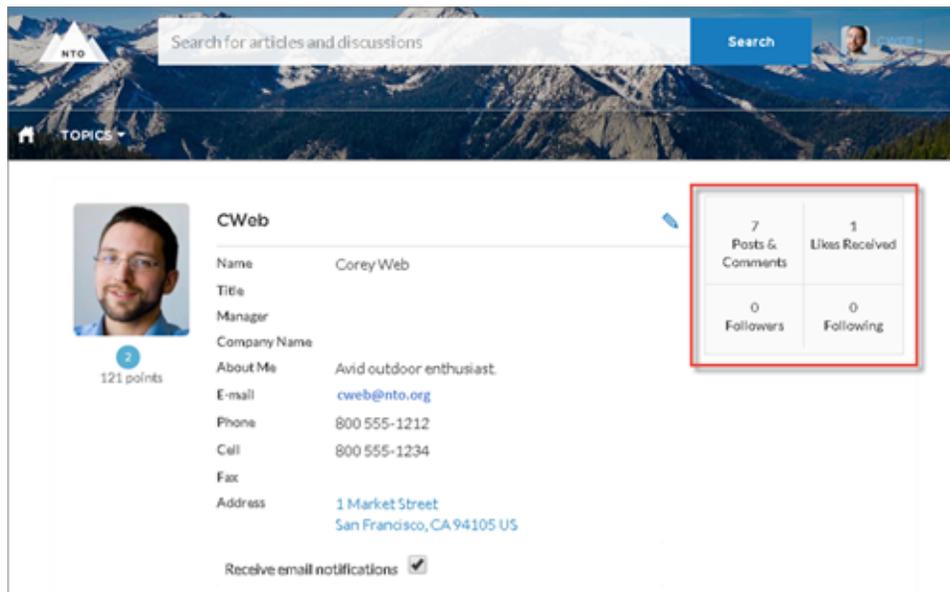
The User Profile Stats component displays the user's Chatter statistics for the community, including number of posts and comments, likes received, followers, and people they're following.

A user's statistics are visible to all members of the community, allowing members to see how active other members of the community are.

1. Select the **User Profile Stats** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
User ID	The system supplies this value. Don't update this field.

 **Example:** Sample User Profile Stats component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

User Profile Tabs

The User Profile Tabs component lets users see their activity and cases on their profile. When viewing another user's profile, they see the user's activity but not their cases.

On desktops and tablets, users see a list view of up to 25 of their most recent cases. They can sort columns in the list and click the case number to view the details of that case. Navigation arrows let them click through the list of cases when there are multiple pages. On mobile devices, the view is optimized and users scroll through a list of cases and select a case to see its details.

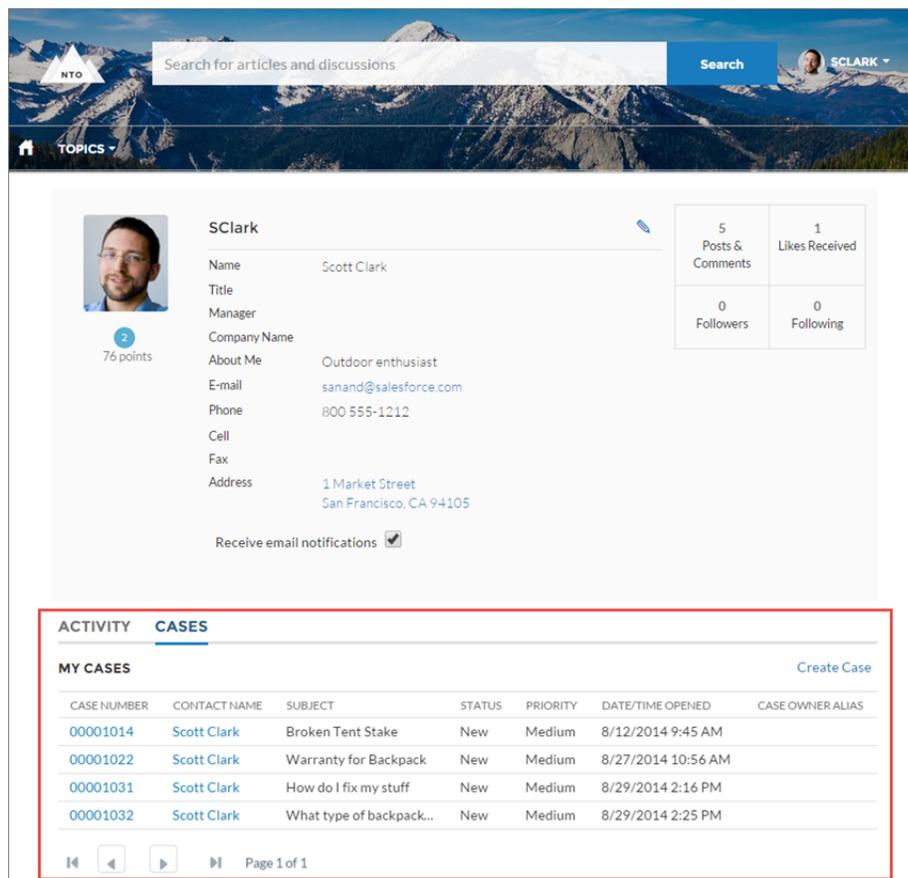
1. Select the **User Profile Tabs** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
User ID	The system supplies this value. Don't update this field.
Activity Tab Label	Enter the text you want to display on the tab that users select to view a user's Chatter feed. The default text is <i>Activity</i> .
Cases Tab Label	Enter the text you want to display on the tab that users select to view their cases. This only displays for users on their own profile. The default text is <i>Cases</i> .
Case Filter Name or ID	Enter the name of the list view that displays cases.

 **Note:** By default, the template uses the AllOpenCases view, which lets users view any open cases that they have permission to see. Configure sharing to ensure that users

Property	Details
	see only cases that belong to them. Alternatively, you can use another pre-defined list view or create a custom list view.
Header Title	Enter the text for the label that appears at the top of the list of cases. The default for this field is My Cases.
Create Case Label	Enter the text you'd like to display on the button that users can click to create a case. The default text is Create Case.
Show Record Activity	Shows posts and comments on records in your feed. For example, if a user comments on a record in the community, and you have access to the record, you see the update in your feed. If disabled, the feed shows only activity, such as questions and answers, from within the community. This option is disabled by default.

 **Example:** Sample User Profile Tabs component:

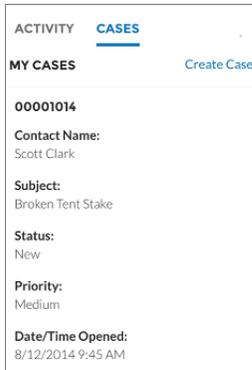


The screenshot shows a user profile for 'SClark' (Scott Clark) with a 'CASES' tab selected. The 'CASES' tab displays a table of cases:

CASE NUMBER	CONTACT NAME	SUBJECT	STATUS	PRIORITY	DATE/TIME OPENED	CASE OWNER ALIAS
00001014	Scott Clark	Broken Tent Stake	New	Medium	8/12/2014 9:45 AM	
00001022	Scott Clark	Warranty for Backpack	New	Medium	8/27/2014 10:56 AM	
00001031	Scott Clark	How do I fix my stuff	New	Medium	8/29/2014 2:16 PM	
00001032	Scott Clark	What type of backpack...	New	Medium	8/29/2014 2:25 PM	

Navigation controls at the bottom of the table include a 'Page 1 of 1' indicator and navigation arrows.

Case list viewed on a mobile device:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

User Settings

The User Settings component displays a user's language, locale, time zone, and email notification settings. User settings are only available for authenticated users.

It lets users change their language, locale, and time zone so that the community is localized appropriately. Users can choose to show their profile details to guest users who aren't logged in to the community. Users can also choose to receive email based on events in the community. If a user doesn't want to receive email about events in the community, he or she can disable email notifications.

1. Select the **User Settings** component in the page you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
User ID	The system supplies this value. Don't update this field.

 **Example:** Sample User Settings component:

MY SETTINGS

CANCEL
SAVE

LOCATION

Language ▼
 English

Locale ▼
 English (United States)

Time Zone ▼
 (GMT-07:00) Pacific Daylight Time (A

PROFILE VISIBILITY

Choose to show profile details to guest users who aren't logged into the community.

Make profile public [?](#)

EMAIL NOTIFICATIONS

Choose to receive emails so that you don't miss important updates.

Receive emails

Email me when someone...

- Follows me
- Likes a post or a comment I made
- Comments on my status or a change I made
- Comments on a post on my profile
- Comments after me
- Comments on an item I bookmarked
- Comments on an item I like
- Mentions me in a post
- Mentions me in a comment
- Posts on one of my cases

CANCEL
SAVE

SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Login Components

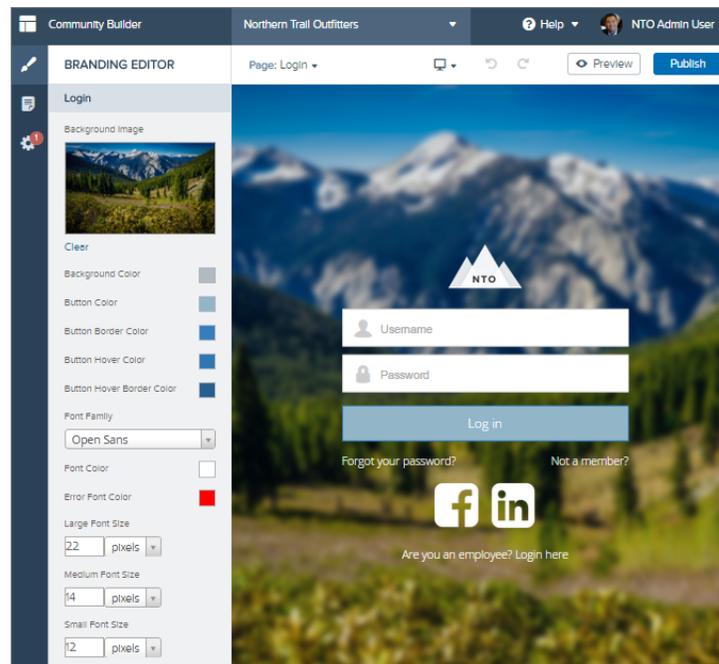
Brand the Login Pages

Use the Community Builder to customize and brand the login pages with your own design.

You can change the appearance of the login pages with a background image, color scheme, and font settings. Use Community Builder to set the background, and your preference automatically applies to all of the login pages (unless you override the settings within the individual page).

1. Select **Go To Community Builder**, if you're not already in it.
2. In the Go To menu, select **Login**.
3. In the left pane, upload an image for the background and set color and text preferences, as needed.

 **Example:** The Branding Editor settings in Community Builder:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

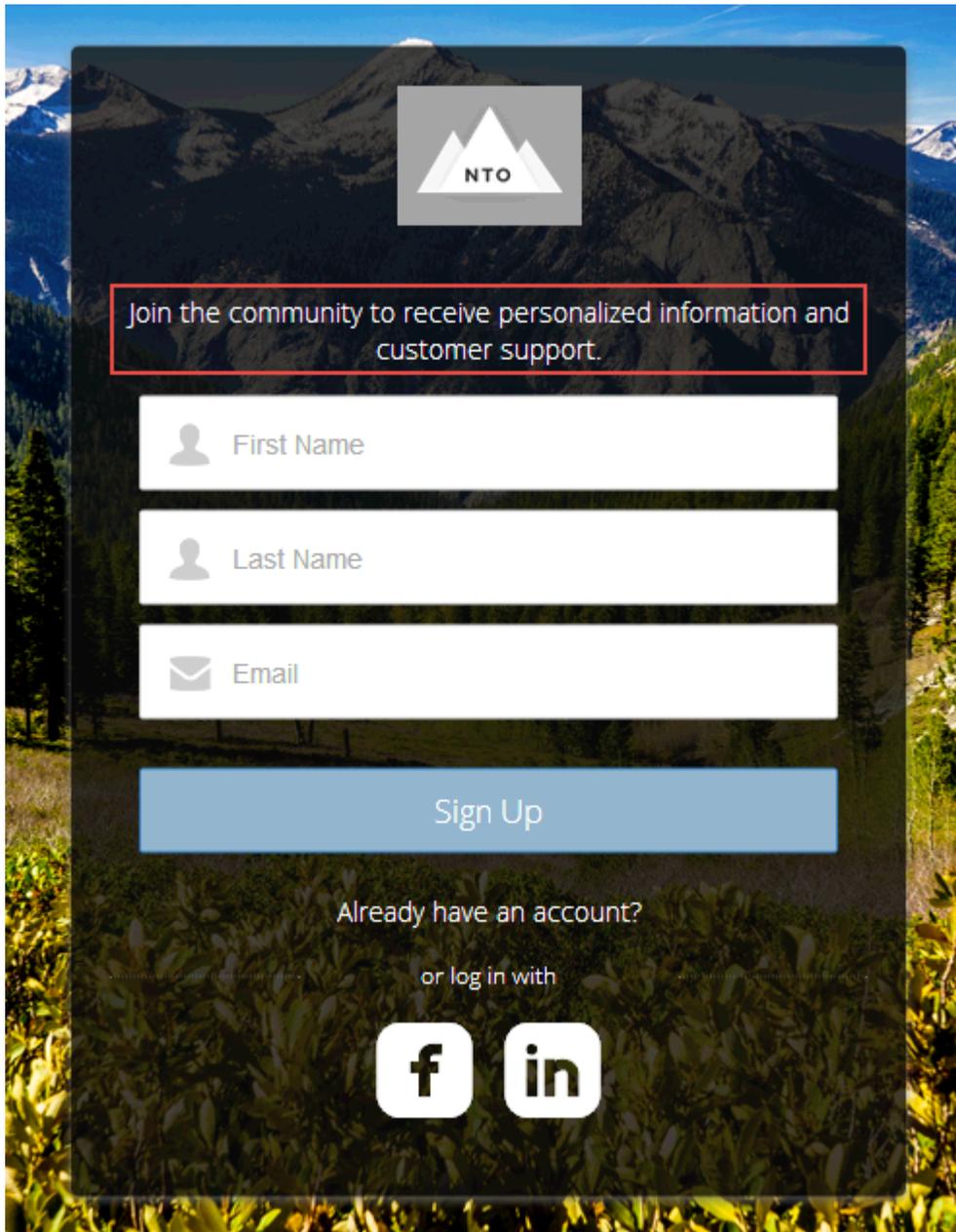
Content Block

The Content Block component lets you add text to a page so that you can provide instructions and information to users. For example, you can provide instructions for filling out a form or give a group of components a title.

To add text, use the Content Block component.

1. In Site.com Studio, select the **Content Heading** or **Content Description** component in the page that you're configuring.
2. Click .
3. Select **Edit HTML**.
4. Enter the text that you want to display on the page.

 **Example:** Sample Content Block component with an introduction to a self-registration form:



Join the community to receive personalized information and customer support.

First Name

Last Name

Email

Sign Up

Already have an account?
or log in with

f in

SEE ALSO:

[Which Components Can I Use with Each Template?](#)

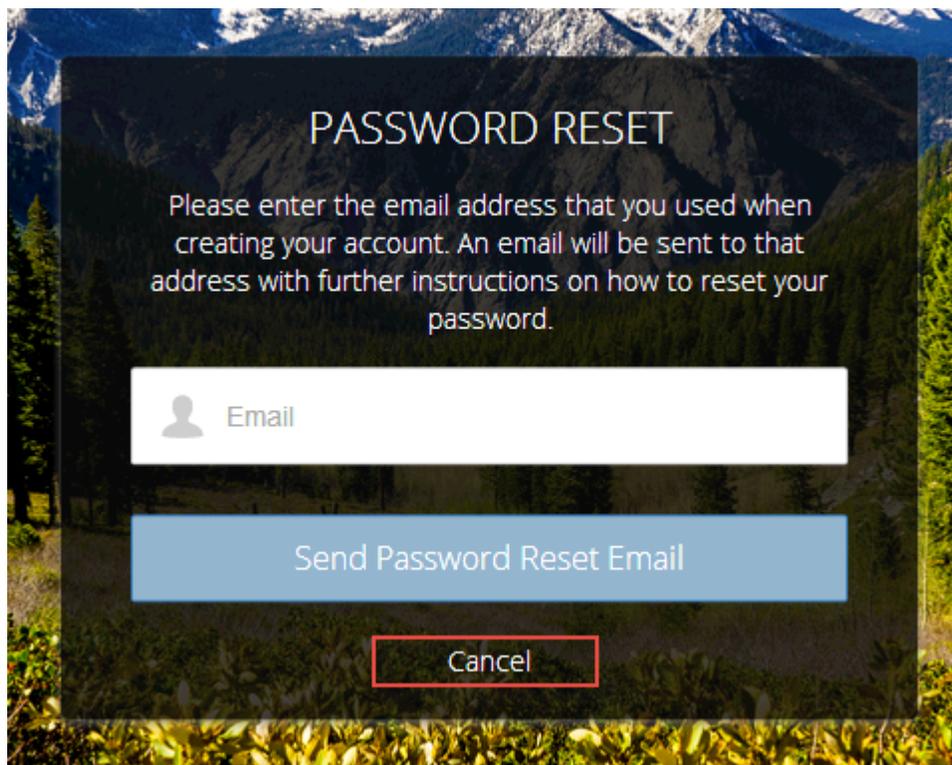
Custom Code

Use Custom Code components to send users to a specific page within your community.

The **Custom Code** component contains JavaScript navigation. Use this component to give users a link on the page for going to another page. Or, if you're familiar with JavaScript, edit the existing code to provide other functionality. The **Custom Code** component provides simple navigation but can also be your way of adding JavaScript enhancements to your community.

1. In Site.com Studio, select the **Custom Code** component in the page you're configuring.
2. Click .
3. Select **Edit**.
Edit the JavaScript code to change the navigation or behavior when the user clicks the component.
4. Click **Save and Close**.

 **Example:** Sample Custom Code component as a **Cancel** button to direct users back to the main login screen if they decide not to reset their password:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Employee Login Link

Use the Employee Login Link component to direct users with accounts in the community's parent organization to their login page.

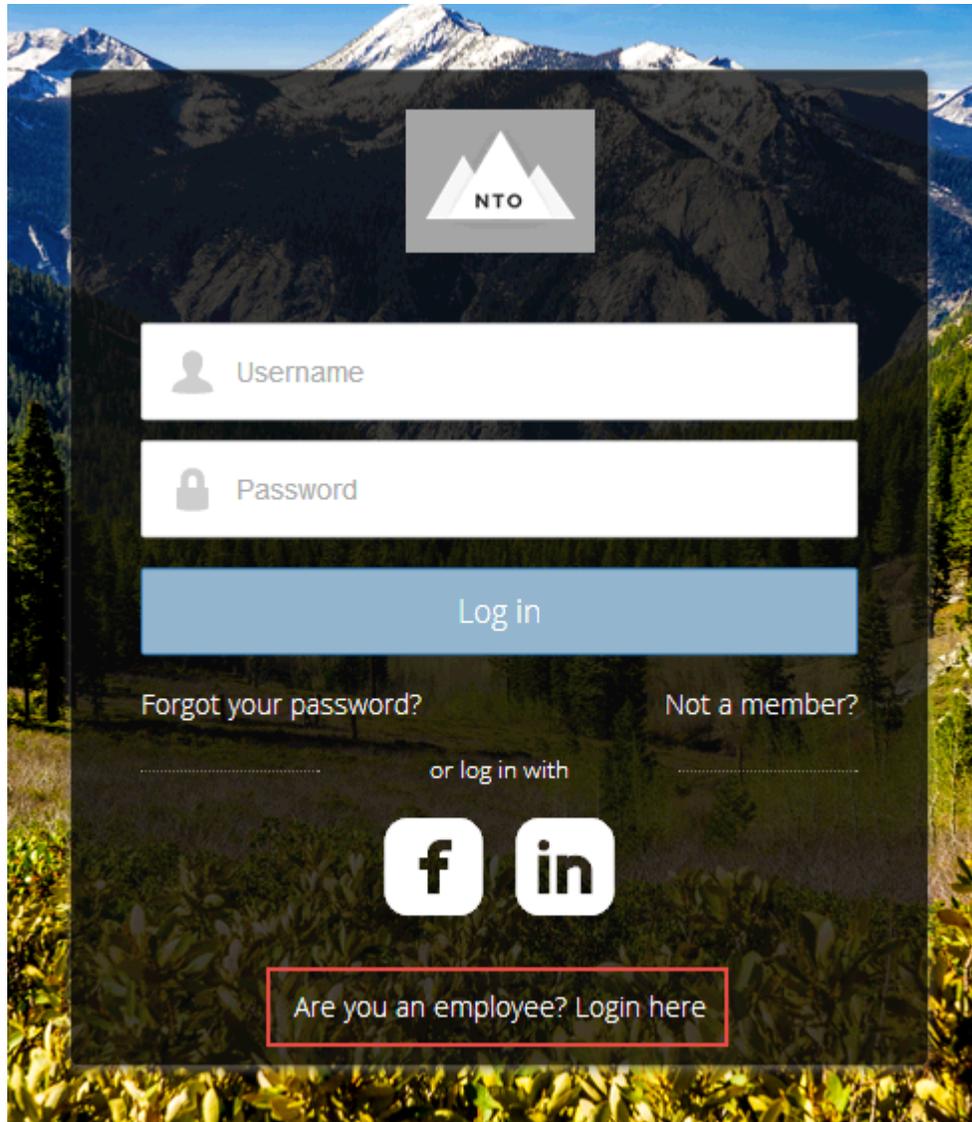
When your employees or other users who have accounts in the parent organization for the community end up on the community login page, you can redirect them to their own login page with a link, so that they log in with all the settings and permissions of their organization account.

1. Select the **Employee Login Link** component in the page that you're configuring.

2. In the Property Editor, configure properties for the component:

Property	Details
Employee Login Link	Enter text that identifies the login option for employees. The label appears as clickable text on the page. The default text is <i>Are you an employee? Login here.</i>

 **Example:** Sample Employee Login Link:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Forgot Password

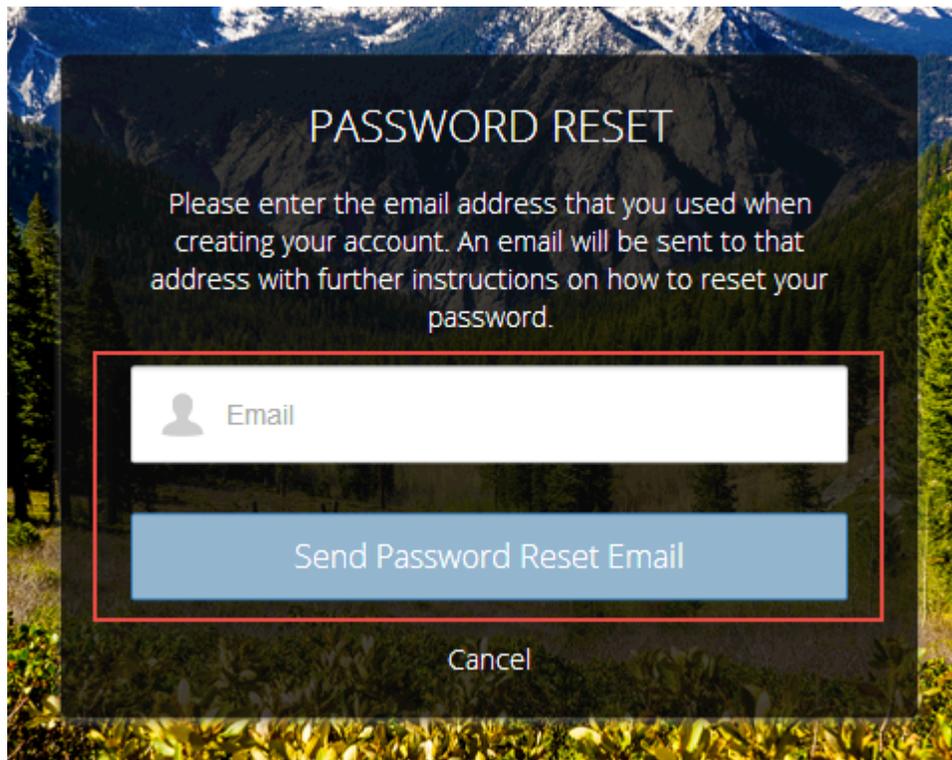
Use the Forgot Password component to let users request a new password.

Sometimes users forget their existing passwords and need a new one. The **Forgot Password** component gives users the ability to get one, automatically, without having to contact an administrator. The user enters the email address that's associated with the account, clicks the button, and gets email instructions for resetting the password.

1. Select the **Forgot Password** component in the page that you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Check Email URL	Enter the view or path to the page that notifies the user when the password has been reset and an email sent.
Username Label	Enter the text that appears in the field where the user enters a valid username, which can be in the form of an email address if users are identified that way.
Submit Button Label	Enter the text for the button that the user clicks to make the password reset request.

 **Example:** Sample Forgot Password component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Login Form

Let users log in with login fields for a username and password and a button for submitting both.

The **Login Form** component is a simple username and password form that lets users with existing accounts log in to the community.

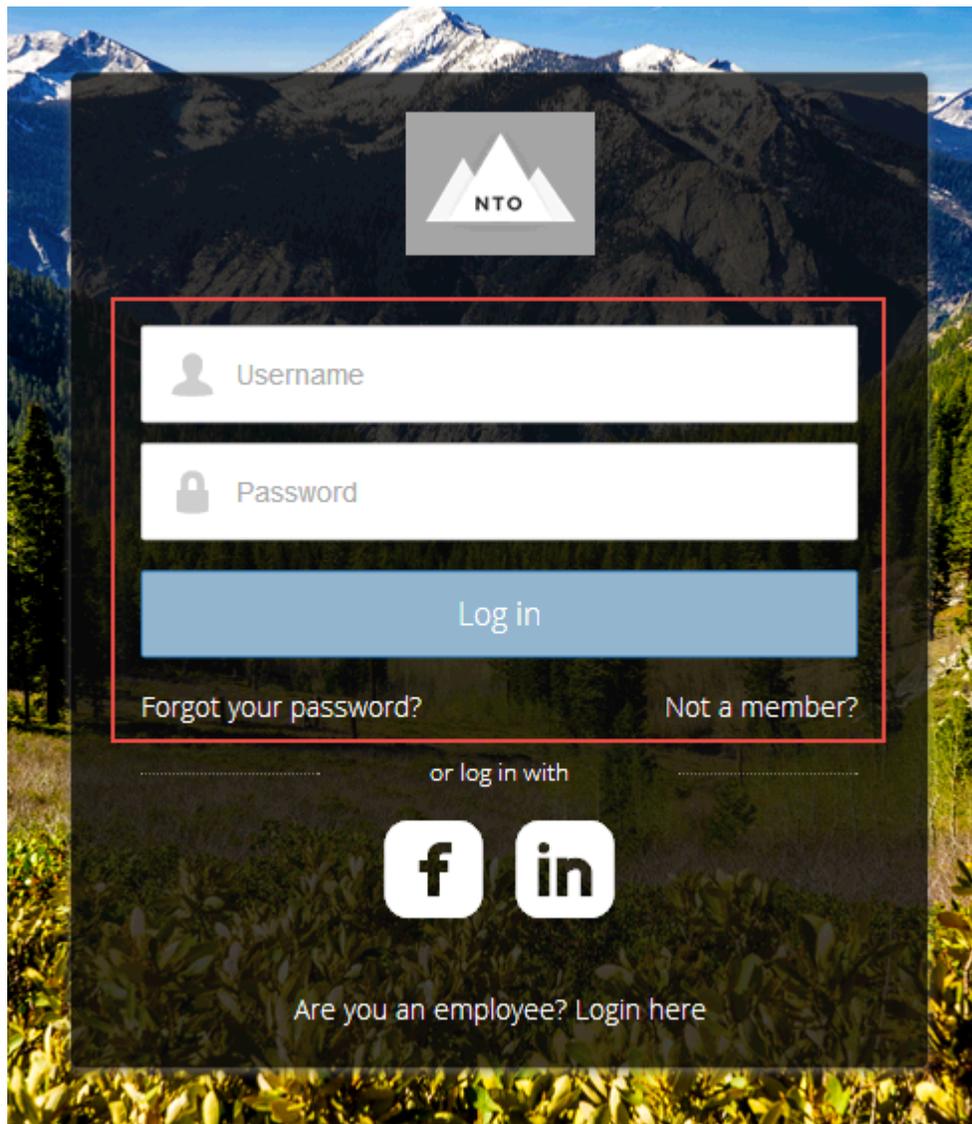


Note: If the community administrator deselects the username and password checkbox on the **Administration > Login & Registration** page in Community Management, the Login Form won't appear in the published community. For more information, see "Customizing Communities Login" in [Getting Started with Communities](#).

1. Select the **Login Form** component in the page that you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Start URL	Enter the path to the page that users see after they log in successfully. This is the home page for the community.
Username Label	Enter the text for the username field label.
Password Label	Enter the text for the password field label
Login Button Label	Enter the text for the button that the user clicks to submit the login request.
Forgot Password Link Label	Enter the text for the link to the page where users can request a password reset.
Forgot Password URL	Enter the page where users can request a password reset.
Self Register Link Label	Enter the text for the link to the page where users can complete a self-registration form.
Self Register URL	Enter the page where users can complete a self-registration form.

 **Example:** Sample Login Form component:



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Self-Registration

Use the Self-Registration component to provide users with a form where they can enter their information to set up an account. This component has a basic set of fields that you can customize, and you can add more fields.

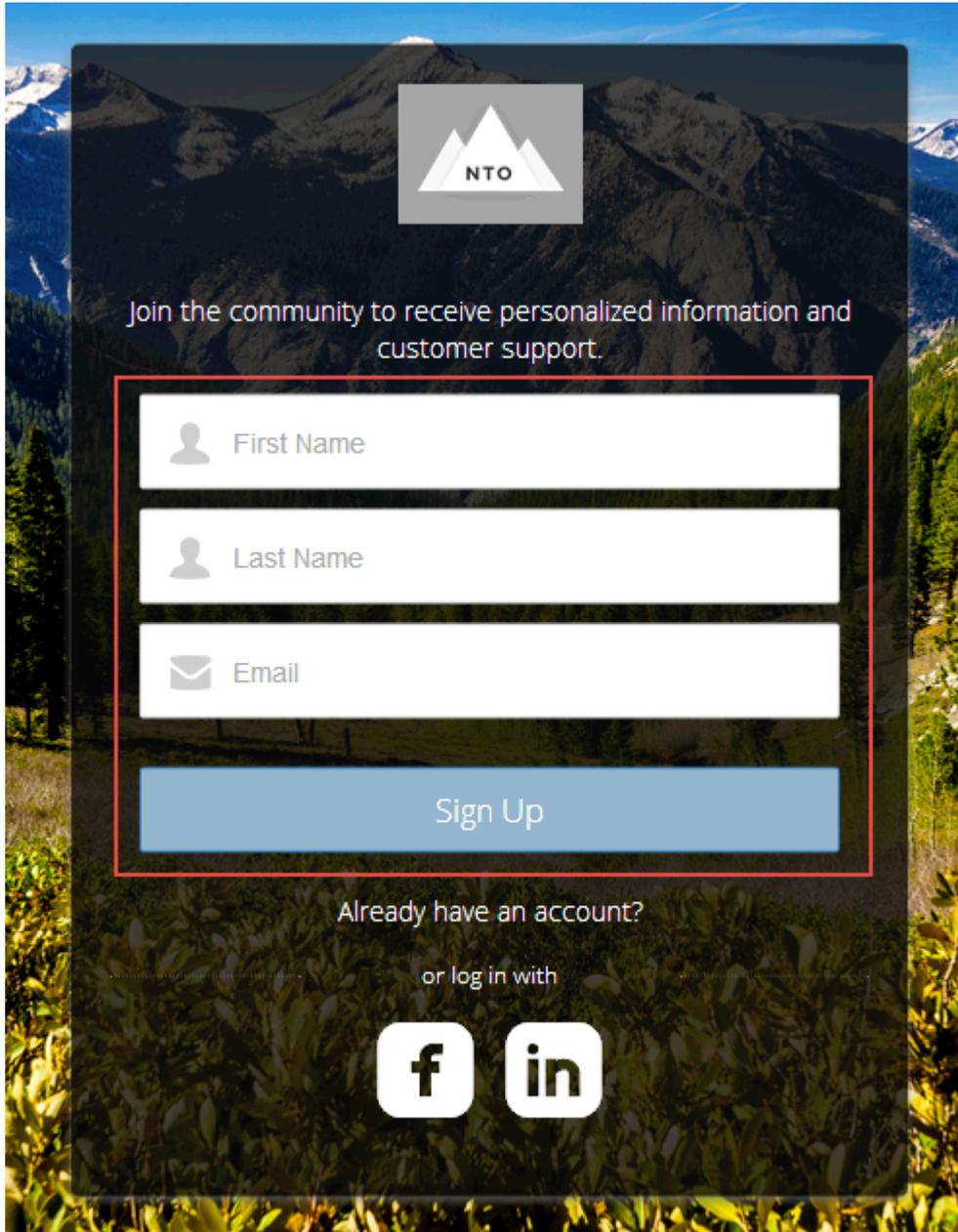
The Self Registration component lets users set up their accounts so that you don't have to add each one manually. Users put their information into the form fields, and when they click the **Sign Up** button, an account is automatically created for them.

 **Note:** For this component to appear and create new users, you also need to go to Community Management and select **Administration > Login & Registration > Allow external users to self-register.**

1. Select the **Self Registration** component in the page that you're configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Account ID	Enter the variable expression for the account ID to associate with new users.
Start URL	Enter the path to the page that users see after they log in. This is the home page for the community.
Registration Confirmation URL	Enter the path to the page to display after the user submits the self-registration form.
First Name Label	Enter the label text for the user's first name.
Last Name Label	Enter the label text for the user's last name.
Email Label	Enter the label text for the user's email address.
Password Label	Enter the text for the password field label.
Confirm Password Label	Enter the text for the field in which a user confirms the password. This field usually requests that the user retype the proposed password to make sure that the user can re-enter it correctly.
Submit Button Label	Enter the text for the button to submit the form values
Include Password Field?	If you want self-registering users to pick their own passwords, select the checkbox. Otherwise, password information is provided in the email that they receive after they submit the form.
Extra Fields Field Set Name	Optionally, add fields to the form. If you've created a field set by using our API, enter the variable that's associated with the field set here. For example, you can write code that creates a field set to collect a phone number or other information.

 **Example:** Sample Self Registration component:

A sample self-registration form for NTO. The form is set against a background image of a mountain range. At the top center is the NTO logo, which consists of three white triangles of increasing size above the letters 'NTO'. Below the logo is the text 'Join the community to receive personalized information and customer support.' The registration fields are enclosed in a red rectangular border. These fields include: a 'First Name' field with a person icon, a 'Last Name' field with a person icon, and an 'Email' field with an envelope icon. Below these fields is a blue 'Sign Up' button. Underneath the button is the text 'Already have an account?' followed by 'or log in with' and two social media icons: Facebook and LinkedIn.

SEE ALSO:

[Which Components Can I Use with Each Template?](#)

Social Login

Use the Social Login component to provide users with icons that they can click to log in by using their third-party account, such as Facebook® or LinkedIn®. Set these icons for each authentication provider that you configure for the organization.

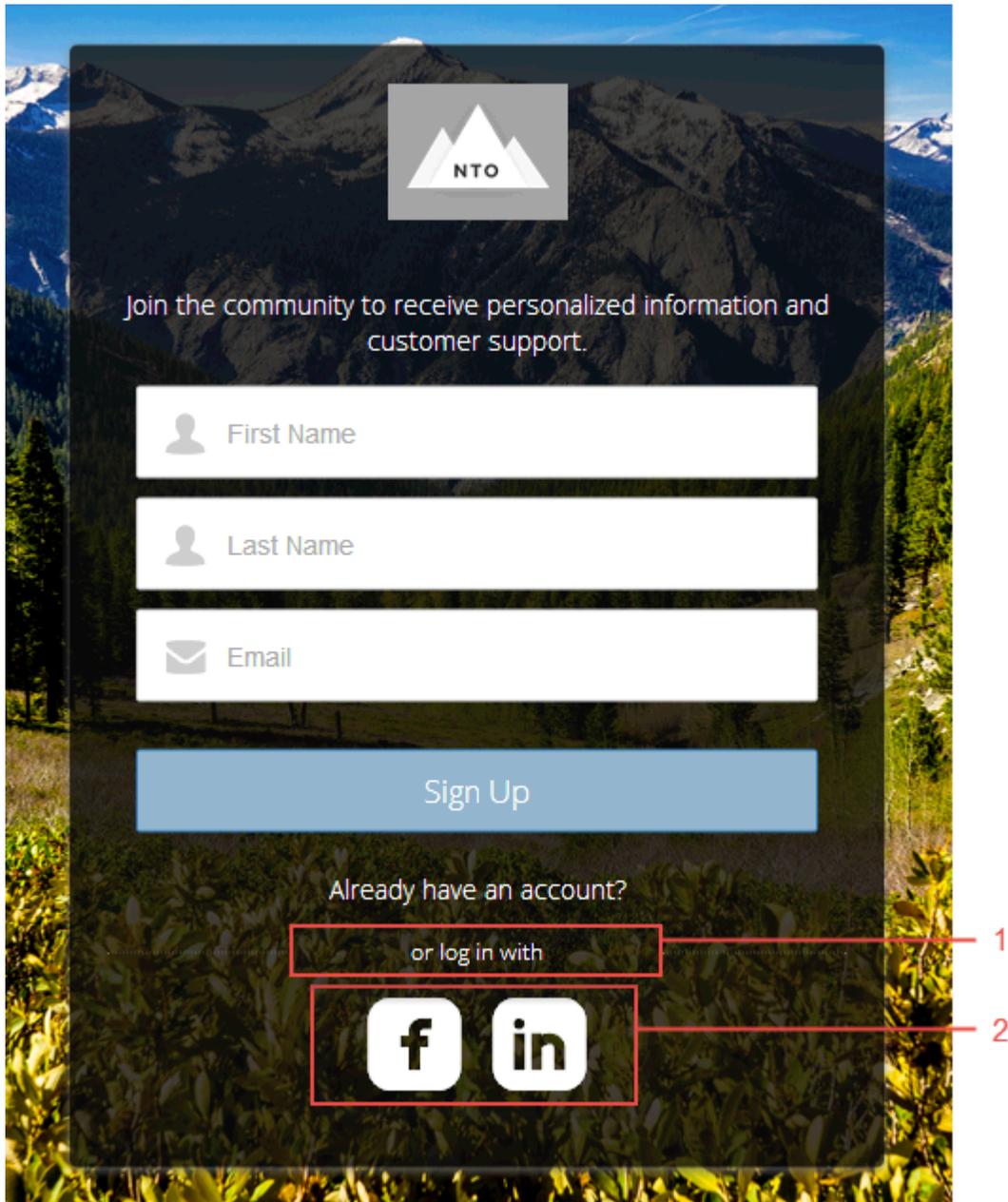
Some users want to use an existing account with a service such as Facebook[®] to log in to the community, instead of setting up a new account with its own username and password. In this case, this third-party service is an authentication provider and verifies the identification of the user. Use the **Social Login** component to add an icon for each supported authentication provider. The user clicks the icon and logs in using the associated account without entering a new username and password.

Before you add the **Social Login** component, you need to set up each authentication provider. For more information, see “Configuring Authentication Providers” in [Getting Started with Communities](#).

1. Select the **Social Login** component in the page that you’re configuring.
2. In the Property Editor, configure properties for the component:

Property	Details
Show Header	Select the checkbox to show a text header above the authentication header icons.
Header Text	Enter the text for the header text.

 **Example:** Sample Social Login component with a “or log in with” Header (1) and authentication provider icons (2):



SEE ALSO:

[Which Components Can I Use with Each Template?](#)

INDEX

A

- Article list component [92](#)
- Article Type Filter component [93](#)
- Article types
 - creating [21](#)
 - defining [22](#)
- Article View component [93](#)
- Ask the Community component [95](#)

B

- Back Button component [96](#)

C

- Call to Action component [97](#)
- Case Attachments component [97](#)
- Case Chatter publisher component [98](#)
- Case Comments component [99](#)
- Case Creation component [26](#), [100](#)
- Case Detail component [102](#)
- Case feed element [103](#)
- Case Highlights component [104](#)
- Case Publisher component [105](#)
- Case Status Button component [106](#)
- Category Filter component [107](#)
- Category Navigation component [108](#)
- Chatter Questions
 - enable in Communities [27](#)
- Communities
 - create record list view [41](#)
 - enabling [7](#)
 - global header [9](#)
 - miscellaneous [16](#)
 - set up Chatter Questions [27](#)
 - share record data [41](#)
 - share record details [43](#)
 - template, considerations [47](#)
 - topics [11](#), [14–15](#)

- Community Builder
 - brand [34](#)
 - create record detail page [43](#)
 - create record list view [41](#)
 - device presets [45](#)
 - navigate [33](#)
 - preview [45](#)
 - publish [46](#)

- Community Builder (*continued*)
 - share record data [41](#)
- Community case feed [30–31](#)
- Community Management [10](#)
- Community settings [48](#)
- Community template [46](#)
- Community Templates
 - self-service [3](#)
 - Templates
 - [3](#)
 - self-service communities [3](#)
- Components [89](#)
- Contact Support component [109](#)
- Custom Code [155](#), [157](#)

D

- Data Categories [24](#)

E

- Employee Login Link component [158](#)
- Expanded Category Navigation component [113](#)

F

- Featured Data Categories
 - images [18](#)
- Featured Data Categories component [114](#)
- Featured Search
 - images [18](#)
- Featured Search component [115](#)
- Feed Item Detail component [117](#)
- Follow Button component [118](#)
- Forgot Password component [160](#)

G

- Global Header
 - for Communities [9](#)
- Guest user profile [17](#), [48](#)

H

- Headline component [119](#)
- Home Tabs component [120](#)

I

- Images [18](#)
- Incremental search [117](#)

K

knowledgeable people component [121](#), [150](#)
Koa template [61](#)
Kokua template [50](#)

L

Language Picker component [122](#)
Limitations [5](#)
Login Fields [161](#)
Login page content component [156](#)
Login template [84](#)

M

My Cases component [123](#)

N

Napili [71](#)
Navigation [155](#), [157](#)
Navigation Bar [124](#)
Navigation Menu component [125](#)

P

Planning ahead [1](#)
Prerequisites [6](#)
Profile Header component [127](#)
Profile, guest user [48](#)
Profiles [17](#)

Q

Question-to-Case [28](#)

R

Recommendations component [128](#)
Record Headline component [129](#)
Record Home List View component [130](#)
Record Information component [131](#)
Related Record List component [132](#)
Results List component [134](#)

robots.txt file [25](#)

S

Salesforce Knowledge
 creating article types [21](#)
 creating custom fields for article types [22](#)
 setup [21](#)
Scroll to profile area [135](#)
Search component [136](#)
Search-Publish component [137](#)
Self Registration [162](#)
self service community indexing [25](#)
Settings, General [48](#)
Single Article View component [139](#)
sitemap.xml file [25](#)
Social Login [164](#)

T

template [71](#)
Template, updating [46](#)
Toggle Button component [141](#)
Topics
 merging [15](#)
Trending Articles component [142–143](#)
trending topics component [132–133](#), [145](#)

U

Unauthenticated users [17](#)
User Profile Body component [146](#)
User Profile Detail component [147](#)
User Profile Header component [148](#)
User Profile Stats component [151](#)
User Profile Tabs components [152](#)
User Settings component [154](#)

V

Views
 customizing [50](#)