



Chatter Online Help

Salesforce, Summer '18



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NAVIGATING CHATTER

About Chatter

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What is Chatter and what can I use it for?

Chatter is a collaboration application that helps you connect with coworkers and share business information securely and in real time.

- Update your profile so that your coworkers can identify you and learn more about you.
- Post status updates so that coworkers know what you're working on.
- Create groups to manage projects that involve certain people. You can then upload files to the group that are relevant to only group members.

Is Chatter secure?

Only other users in your organization can see the people, profiles, posts, and groups in Chatter. Each person that signs up must have a valid email address with your company's domain.

Can I access Chatter without a browser?

Yes. Use Chatter Desktop to post and comment in Chatter, and receive updates about your groups and the people and files you follow. Chatter Desktop also supports chat, private Chatter messages, and displays Chatter updates and private messages as popup notifications in your Windows taskbar or Mac OS X Dock. For more information, see [Chatter Desktop](#).

 **Important:** Chatter Desktop is retiring in June 2018. For more information, see [Chatter Desktop Retirement](#).

What limits exist in Chatter?

Chatter includes limits on:

Feature	Limit
People, topics, and files you can follow	500
Groups you can join	300
Groups in your organization	30,000

Feature	Limit
Mentions in a single post or comment	25
Favorites	50
Topics on a single post	10

Additionally, Chatter limits:

- The number of posts and comments stored on the Salesforce servers
- The length of time posts and comments are stored on the Salesforce servers
- The number of posts and comments an organization can make per day
- The number of email notifications that can be sent per organization per hour

What browsers does Chatter support?

Chatter supports the following browsers:

- Google Chrome™, most recent stable version
- Mozilla® Firefox®, most recent stable version
- Windows® Internet Explorer versions 7, 8, and 9
- Apple® Safari® versions 5.x, 6.x and 7.x on Mac OS X



Note: For all browsers, you must enable JavaScript, cookies, and TLS 1.2. If TLS 1.2 isn't available, enable TLS 1.1. Browsers that don't support TLS 1.1 or TLS 1.2 won't be able to access Salesforce after we deactivate TLS 1.0. Deactivation has already occurred in sandbox orgs and concludes with production orgs on July 22, 2017. The minimum screen resolution required to support all Salesforce features is 1024 x 768.



Profiles

- [What are Chatter profiles?](#)
- [Why should I customize my profile?](#)
- [How do I view someone else's profile?](#)
- [How do I search within a user's profile?](#)
- [How do I add or update my photo?](#)
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What are Chatter profiles?

Chatter profiles are personal pages for each person in a Chatter organization. They summarize information about the user. The Feed tab displays the user's personal Chatter feed, and the Overview tab includes an About Me section, a list of followers, and a list of people being followed. Your administrator configures the tabs and may add tabs with custom content.

Why should I customize my profile?

Customize your profile with a photo and information about yourself so colleagues can learn more about you. To view and update your profile, click your name anywhere around the application. If available, you can also click the Profile tab or *Your Name* > **My Profile** at the top of the page.

How do I view someone else's profile?

View other people's profiles by clicking their name on a feed or anywhere else around Chatter.


How do I search within a user's profile?

Use [feed search](#) to find information in posts and comments that display on a user's profile page.

How do I add or update my photo?

Upload a photo to your profile so people can see who you are.

1. Click *Your Name* > **My Profile** at the top of any page or click the Profile tab.
2. Hover over the stock photo and click **Add Photo**, or if you previously added a photo, click **Update**.
3. Click **Browse...**
4. Select a file to upload and click **Open**.

 **Note:** Photos can be .jpg, .gif, or .png format up to 8 MB.

5. Drag the dotted lines in the photo to create a thumbnail image that displays next to your name or the group's name around the application.
6. Click **Save**.

I see the Manage User drop-down button on other people's profile pages. Does that mean I'm a moderator?

Yes. Moderators see **Manage User**, which they can use to:

- Activate or deactivate other Chatter Free users
- Assign another Chatter Free user as moderator or take the privilege away
- Delete posts and comments that they can see
- Edit their own posts and comments

For more information, see [Chatter Moderator](#) on page 47.

What is the “Recently Talked About” section?

The topics you’re talking about appear in your Chatter profile in the Recently Talked About section. This section helps people learn which topics you’re knowledgeable about or interested in. These are the topics that you and others have frequently and recently (within the last two months) added to your posts and to posts you’ve commented on. For privacy reasons, Recently Talked About topics don’t include topics used solely in private groups. You can see up to five topics, with the most frequently and recently added topic appearing first. If you’re new to topics or if you haven’t used topics in the last two months, the Recently Talked About section doesn’t appear until you start using topics more frequently. Click a topic in this section to see the topic detail page.

For more information, see [Topics](#).

What are the statistics under my photo?

You can see your personal Chatter activity statistics under your photo. Chatter activity statistics include how many posts and comments you’ve made, how many comments you’ve received, and how many people liked your posts and comments.

Is it possible to deactivate a user's profile?

Yes. [Chatter moderators](#) on page 47 can [deactivate other users' profiles](#) on page 48 within their network.

People

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- [Can I invite coworkers that aren't on Chatter to join?](#)
- [Why should I follow people?](#)
- [How do I follow someone?](#)
- [How do I stop following someone?](#)
- [Can I prevent someone from following me?](#)
- [What is the Recommended People list?](#)
- [There are some people in Chatter that no longer work at our company. Can they be removed?](#)

How do I find out if my coworker is using Chatter?


On the People page, you can find specific people when you:

- Search for users by typing characters of a first or last name in the search box at the top of the page. The list automatically filters based on what you type.
- At the top of the list, click a letter to list everyone whose last name begins with that letter.

Can I invite coworkers that aren't on Chatter to join?

Yes.

1. Click **Invite People to Chatter** on the People page or **Invite Coworkers!** on the Chatter page.

 **Note:** You can only invite people with email addresses in your company's domains.
Portal users can't send invitations.

2. To send invitations from Chatter, enter email addresses and click **Send**.
3. To send invitations using your own email account, click **send your own email invitation**. If you have a default email client set, an email containing an invitation link opens in your mail program. Otherwise, you see an invitation link that you can copy and paste into an email.

When your coworker accepts the invitation, you automatically follow them and they follow you.

Why should I follow people?

Following people allows you to see their status updates in your feed on your Chatter page.


How do I follow someone?

Click  **Follow** to follow a person wherever you see the person's name in Chatter, for example on the:

- Person's profile page
- People list view
- Person's hover
- Recommendations list
- Followers and Following lists

Once you follow people, you see their posts, comments, and likes in your Chatter feed. You can follow a maximum of 500 people and topics.

How do I stop following someone?

To stop following a person, hover over the person's name and click  next to **Following**. When you stop following a person, you don't see future updates from that person in your Chatter feed.

Can I prevent someone from following me?

No. Anyone can choose to follow you.

What is the Recommended People list?

Chatter recommends people to follow based on similar interests. For more information, see [Recommendations](#).

There are some people in Chatter that no longer work at our company. Can they be removed?

A Moderator can deactivate other Chatter users. The deactivated users can't log in anymore, but their profile, posts, and comments still appear. For more information, see [Chatter Moderator](#) on page 47.



Groups

- What are Chatter groups and what can I use them for?
- What's the difference between private, public, and unlisted groups that allow customers?
- What are Chatter customers and what can they do?
- How do I create a group?
- How do I join or leave a group?
- How many groups can I join?
- How do I accept or decline requests to join my private group?
- What are broadcast groups and how can I create them?
- What are unlisted groups?
- Are there any limitations of unlisted groups that I should be aware of?
- What are archived groups?
- How do I archive a group?
- How do I activate an archived group?
- How do I post group announcements?
- How do I filter and sort groups?
- If I own a group, how do I add or remove members?
- Can I invite a coworker that isn't using Chatter to join a group?
- What can Chatter group members, managers, and owners do?
- Can I change a group's access level, for example, to make a private group public?
- What is the Recommended Groups list?
- Can I add records to groups?
- What is the "Recently Talked About" section?

What are Chatter groups and what can I use them for?

Collaborate with specific people. For example, if you're working on a team project, you can create a group for your team to share project-related files and information. Group feeds in Lightning Experience are live feeds that update in real time. They don't require a page refresh to update.

What's the difference between private, public, and unlisted groups that allow customers?

- **Public:** Anyone can see and add posts, comments, and files. Anyone can join a public group.
- **Private:** Only group members can see and add posts, comments, and files. People must ask to join, or the group's [owner or managers](#) must add them. Users with the "Modify All Data" and "View All Data" permission can see group posts, updates, and files across the organization. Users with the "Manage All Data" permission can also join private groups directly and change group settings.
- **Unlisted:** Only group members and users with the "Manage Unlisted Groups" permission can see and add posts, comments, and files. People cannot ask to join. The group's owner or managers must invite them. Unlisted groups offer [more privacy](#) and nonmembers

cannot see or access unlisted groups in list views, feeds, and in search results. Unlisted groups aren't available by default; your administrator must enable them for your organization.

What are Chatter customers and what can they do?

Chatter customers are people outside your company's email domains who can only see groups they're invited to and interact with members of those groups.


Chatter customers:

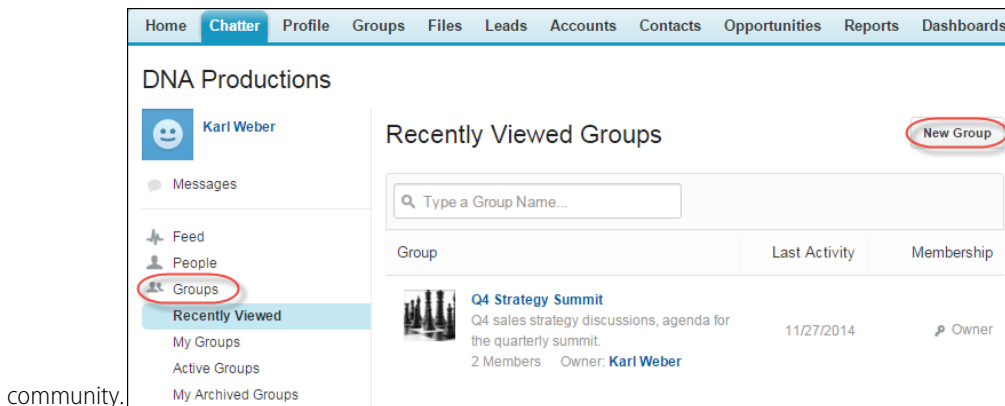
- Can only be added to Chatter if:
 - A manager or owner of a group that [allows customers](#) invites them to the group.
- Can only see:
 - Groups they belong to.
 - People in groups they belong to. Customers only see limited profiles including photo, name, title, email, common group memberships, common files, and activity statistics and influence. They can't post to profiles.
 - Files shared to groups they belong to.
- Can't see:
 - Topics, including topics in the feed, the topics list, topic detail pages, Recently Talked About, and Trending Topics. (Customers can see hashtag (#) topics.)
 - Recommendations and can't be recommended to others. Additionally, groups that allow customers can't be recommended.
- Are identified as a customers in profiles and groups they belong to. Customers and groups with customers are easily identified by the orange upper left corner of their photo.
- Have limited profiles, including name, photo, title, company, email, feed, group membership, file ownership, and activity statistics and influence.
- Can't be followed. Additionally, customers can't follow people or files.
- Can be group members and managers. If the customer is a manager, they will be able to see users who request to join the group, even if they aren't in other common groups, and approve requests.
- Can't own, create, delete, moderate, join, or ask to join groups.
- Can invite people that they're in common groups with to join groups that they manage.
- Can't invite people inside your company's domain whose profiles they can't see.

How do I create a group?

Users with the "Create and Own New Chatter Groups" permission can create groups.

1. Click **Groups**.
2. Click **New Group** and enter a group name and description.

 **Note:** Group names must be unique across public and private groups. Unlisted groups don't require unique names. If Communities is enabled, public and private group names must be unique within the





community.

3. Select an [access level](#).
4. Click **Save**.

How do I join or leave a group?

To join a Chatter group:

- For public groups, click **Join** on a group detail page, in the **Groups** list, or on a group hover.
- For private groups, click **Ask to Join** on a group detail page, in the **Groups** list, or on a group hover. An email is sent to the group's owner and managers, who can accept or decline your request. Users with the "Modify All Data" permission can directly join private groups, and therefore see **Join** for private groups.
- For unlisted groups, only group owners, group managers, and users with the "Manage Unlisted Groups" permission can add members to the group.

To leave a public or private Chatter group, go to the **Groups** list or a group detail page and click . Clicking  also withdraws a request to join a private group.

How many groups can I join?

You can join up to 300 groups and your org can have up to 30,000 groups. Archived groups count toward your org's group limits (30,000) but not toward a user's group membership limits (300).

How do I accept or decline requests to join my private group?

What are broadcast groups and how can I create them?

Broadcast groups are a special type of public, private, or unlisted group where only group owners and managers can create new posts. Group members can comment on the posts created by the group owner or manager. By restricting the ability to post, group owners and managers can keep group discussions focused and relevant by cutting down noise from off-topic posts. Public, private, and unlisted groups support this feature.

To set a group to broadcast mode, select **Broadcast Only** in the group settings. You can do this only if you're the group manager.

What are unlisted groups?

Unlisted groups offer more privacy for compared to private groups. Only group members and users with the “Manage Unlisted Groups” permission can access unlisted groups in list views, feeds, and search results.

Unlisted groups are similar to private groups, in that, only members can view an unlisted group’s detail page, feed, or files. However, unlisted groups provide more privacy compared to private groups.

- Unlisted groups don’t display in list views, feeds, and search results for nonmembers. Only members and users with the “Manage Unlisted Groups” permission can find and access unlisted groups.
- Nonmembers can’t visit the group detail page.
(With private groups, nonmembers can see a truncated version of the detail page, which shows the name, description, and member list, but not the feed or files.)
- You can convert unlisted groups to public or private groups, but not the other way around.
- Only group owners, group managers, and users with the “Manage Unlisted Groups” permission can add group members. Users can’t ask to join them.
- Users can’t see unlisted groups on other user profiles unless they have access to the group.
- Files shared in unlisted groups are visible only to the members of the unlisted group. If the file is shared outside the unlisted group, then other users with permissions can update the file.
- Even users with the “Modify All Data” or “View All Data” permissions can’t access an unlisted group or its files unless they’re members. They also can’t change group settings unless they own or manage the group.
- Only users with the “Manage Unlisted Groups” permission can access or modify unlisted groups and its files and feed content without membership.

Are there any limitations of unlisted groups that I should be aware of?

If you decide to create an unlisted group, make sure that you consider these limitations.

- Custom pages or third-party applications integrated with Salesforce could expose unlisted group information to users who don’t have access via the Salesforce UI. Check in with your administrator about who can access information in unlisted groups in your organization.
- You can’t use topics in unlisted groups. You can add a hashtag topic when writing a post or comment in an unlisted group, and the topic will be formatted as a link after you post. However, a topic detail page isn’t created, and the link won’t work.
- You can’t mention unlisted groups in posts or comments.

What are archived groups?

When a Chatter group is archived, group members can no longer post content or share files with the group. Previous posts, comments, and files remain available in the group.

Archived groups allow users to focus on the active groups in your organization:

- Archived groups don’t count toward a user’s group membership limits.
- Posts from archived groups don’t display in Chatter feeds, unless someone adds a comment. Posts with new comments display in the All Company (Salesforce Classic) feed. They may display in the Company Highlights (Lightning Experience) feed, provided they rank highly due to their popularity or degree of engagement (such as their comments, likes, and views). Posts with new comments also display in the feed of each group member.
- File and feed sharing is limited to active groups only, making group searches more efficient.

- Archived groups display only in My Archived Groups and not in the Active Groups list.

How do I archive a group?

You can archive groups that you own or manage.

1. Click **Group Settings** on the group detail page in the Salesforce Classic. In the Lightning Experience, click **Edit Group** from the buttons in the group header.
2. Configure archiving for the group in one of two ways:
 - Click **Archive** to archive the group right away.
 - Select **Archive this group if there are no posts or comments for 90 days** and click **Save** to set up automatic archiving.

After you archive a group:

- The publisher on the group page is hidden and members can't create new posts or share files in the group.
- The group no longer appears in the Active Groups filter on the Groups tab.
- Previous group posts and comments no longer appear in the Chatter feed, unless someone adds a comment. Posts with new comments display in the All Company feed (Salesforce Classic) and the feed of each group member. They may appear in the Company Highlights feed (Lightning Experience), depending on the post's popularity ranking and engagement (such as likes, comments, and views).

Group members don't receive email notifications when a Chatter group they own, manage, or belong to is archived or activated.

How do I activate an archived group?

You can activate groups that you own or manage. Use the **My Archived Groups** filter on the Groups tab to find the groups to activate. You can also use global search to find archived groups. On the group detail page, click **Activate**.

How do I post group announcements?

Post group announcements to highlight important messages on the group page. If your administrator has added the Announcement action to the group publisher, group owners, group managers, and users with the "Modify All Data" permission can post and delete group announcements.

1. On the group page, click **Announcement** in the publisher.
2. Type your message. The character limit is 5,000, and you can include links or mention users and groups in your announcement. Due to space constraints, approximately 137 characters of the announcement displays on the group page. Click **More** to see the rest of the message.
3. Click **Share**.

The group announcement displays in a yellow highlighted area below the group photo and as a post in the group feed. Group announcements display until 11:59 p.m. on the selected expiration date, unless they're replaced by a new group announcement. Users can discuss, like, and post comments on announcements in the group feed. Group members receive an email notification when you post an announcement, same as for other posts, depending on their selected group email notification frequency.

How do I filter and sort groups?

Click **Groups** and filter by:

- **Recently Viewed** shows the groups you recently looked at, starting with the group you viewed last

- **My Groups** shows the groups you belong to, own, or manage
- **Active Groups** shows the active groups in your company
- **My Archived Groups** shows the archived groups you belong to, own, or manage.

Click a column header to sort the list. The Group column sorts by group name; the Last Activity column sorts by the date of the last post or comment on a group; the Membership column sorts based on your membership status.

If I own a group, how do I add or remove members?

1. In Salesforce Classic, on a group detail page, click **Add/Remove Members**. In Lightning Experience, click **Add Member** from the group highlights panel (your administrator must add this quick action to the group publisher).
2. Start typing the name of the user you want to add or remove to filter the list of users.
3. Click **Add** to add a member, or **X** to remove a member. For people who have requested to join, click **Accept** to accept the request, or **X** to decline.
4. Click **Done** when you're finished.

Can I invite a coworker that isn't using Chatter to join a group?

Yes, you can send your coworker an invitation to join a group. When they accept the invitation, they become a member of the group and join Chatter in the process. Invited users can view profiles, post on their feed, and join groups. To invite a user to join a group:

1. Click **Groups** and click on a group name.
2. In the Members section on the group detail page, click **Invite People**.
If you are the group owner or manager, you can also click **Add/Remove Members**, then click **Invite them to Salesforce Chatter!**.
3. Enter email addresses and click **Send**.

What can Chatter group members, managers, and owners do?

Action	Owner	Manager	Member
Post, comment, and search group feeds	Yes	Yes	Yes
Add and remove records in groups (if configured)	Yes	Yes	Yes
Post group announcements	Yes	Yes	
Delete posts and comments	Yes	Yes	
Add and remove members	Yes	Yes	
Change member roles	Yes	Yes	
Edit group settings	Yes	Yes	
Edit the Information field	Yes	Yes	
Archive groups and activate archived groups	Yes	Yes	

Action	Owner	Manager	Member
Change group owner	Yes		
Delete group	Yes		

Users with the “Modify All Data” permission can perform all actions on all private and public groups, and users with the “View All Data” permission can view details of all private and public groups, regardless of membership.

Additionally, in unlisted groups:

- Users with the “Manage Unlisted Groups” permission can find and perform all of these actions in unlisted groups, even if they aren't members.
- Users with the “Modify All Data” or “View All Data” permission can only find and access unlisted groups if they are members. Unlike public and private groups, users with the “Modify All Data” permission can't perform group owner actions in unlisted groups. They can perform group manager actions if that role is assigned to them in the unlisted group.

Can I change a group's access level, for example, to make a private group public?

If you're a group owner or manager, you can change groups from private to public, or from public to private by [editing the group settings](#). If you change a private group to public, updates and files are visible to all users, all pending requests to join the group are accepted, and anyone can join the group. Private groups with customers can't be converted to other group types. You can't change the group access level for private groups that allow customers.

What is the Recommended Groups list?


The Recommended Groups list shows groups you might want to join based on:

- The popularity of the group determined by the number of members.
- The number of people you're following in the group. Chatter recommends groups with the most members you're following.
- If the group is new (created in the last month).

For more information, see [Recommendations](#).

Can I add records to groups?

Yes, if you have a Chatter Plus license and your administrator has configured the group publisher to include the Add Record action. You must have at least read access on the records to be able to add or see them in groups. To add a record:

1. From the group publisher, click **Add Record**. Select the type of record from the **Record** list.
2. In the blank search field, type the name of the record you want to search for and click . Leave the field blank to search for all available records of the selected type.
3. From the lookup search results list, click the record you want to add to the group to select it.
4. Click **Create**.

 **Note:** If you don't see this option, your administrator needs to include the Add Record action to the group publisher. Groups that allow customers don't allow you to add records.

A success message confirms when the record is added to the group and the record appears in the Group Records list. If your administrator has added the Groups related list to the record detail page, you can also see the list of groups the record is associated with on the record detail page. There is no limit to the number of records you can add to a group. Adding a record to a group doesn't affect its visibility. Only users with the necessary permissions (via license, profile, permission sets, or sharing) can see the records in a group.

What is the “Recently Talked About” section?

The topics that a group is talking about appear on the group detail page in the Recently Talked About section. This section helps people understand which topics a group is knowledgeable about or interested in. These are the topics most frequently and recently added to group posts over the last two months. You can see up to five topics, with the most frequently and recently added topic appearing first. If a group isn't using topics, the Recently Talked About section doesn't appear until the group starts using topics more frequently. Click a topic in this section to see the topic detail page.

For more information, see [Topics](#).

Files

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What can I do on the Files page?

You can easily upload, store, find, follow, share, and collaborate on Salesforce files in the cloud using the Files page. This includes files you own or have access to from Chatter and files posted to Chatter feeds, a profile, or a group. All file types, up to 2 GB, are supported,

including everything from Microsoft® PowerPoint presentations and Excel spreadsheets, to Adobe® PDFs, image files, audio files, and video files.

What files are in the Files list?

Files are automatically added to the file list when:

- You upload a file.
- You or someone else attaches a file to the Chatter feed, a profile, or a group, including files attached to all public groups and private groups you're a member of. You don't have access to files attached to private groups you're not a member of.
- Someone else shares a file privately with you using the Sharing dialog box.

Can I upload a new version of a file?

File owners and collaborators can upload new versions. Uploading a new version replaces all previous versions, but [previous versions](#) are still available by clicking **Show all versions** on the file detail page.

The file detail page and any previous posts show the updated version.

Note:

- Only file owners, collaborators, and users with the "Modify all Data" permission can upload new versions.
- The file owner doesn't change when a collaborator uploads a new version.
- If the file is from Salesforce CRM Content, you can't upload a new version from the file detail page. You can click **Go to Content Detail Page** and upload a new version there. (Available in Salesforce Classic only.)

Can I see a file's version history?

Yes. The file detail page shows the current version number of the file. View the Version History list to see all versions of the file that have been uploaded, including the current version. From the list you can download the file, see who updated it and when, and see the description if provided. The file detail page always shows the most current version of a file.

How do I post a file to a feed?

1. Click **File** at the top of your feed to attach a file to a post, or **Attach File** below a comment to attach a file to a comment.
2. Do one of the following:
 - Click **Select a file from Salesforce** to attach a file that has already been uploaded to Salesforce or that exists in a Files Connect external data source.
 - Click **Upload a file from your computer** to attach new files from your computer.
3. Browse for the file you want to attach.
4. Add a post or comment about the file. If you don't enter any text, a generic update is posted with your attachment.
5. Click **Share**.

When a file is posted to a feed, everyone in your company can see it even if the file started out as private. Only files posted in a private group stay private within that group.




This table describes who can see a file that you attached and where it appears:

If You Attach a File:	Who Can See It?	Where Does it Appear?
On a Chatter feed	All Chatter users in your company	<ul style="list-style-type: none"> • In your and your followers' Chatter feeds, and profile • On the Files list of all Chatter users in your company
On your Chatter profile or on someone else's Chatter profile	All Chatter users in your company	<ul style="list-style-type: none"> • In your feed, their feed, your followers' feeds, and their followers' feeds and profiles • In the Files Owned list on your profile • On the Files list of all Chatter users in your company
On a public group	All Chatter users in your company	<ul style="list-style-type: none"> • In your feed, your followers' feeds, and the group members' feeds • In your feed on your profile • In the feed on the group • In the Group Files list on the group • On the Files page of all Chatter users in your company.
On a private group that you're a member of	Members of the group	<ul style="list-style-type: none"> • In your feed and the group members' feeds • In your feed on your profile • In the feed on the group • In the Group Files list on the group • On your Files lists, group members' Files lists,
On an unlisted group that you're a member of	Members of the group and users with the "Manage Unlisted Groups" permission	<ul style="list-style-type: none"> • In your feed and the group members' feeds • In your feed on your profile • In the feed on the group • In the Group Files list on the group • On your Files lists, group members' Files lists,

How do I share a file with someone?

To share a file with one or more users in your company:

1. Start by sharing the file from one of these locations:




- On the detail page of the file you want to share—Click  **File Sharing Settings** > **Share with people**. Or click **Sharing Settings** and then click **People** on the Sharing Settings dialog box.
 - Next to the file in a feed—Click **More Actions** > **File Sharing Settings** then click **People** on the Sharing Settings dialog box.
 - Next to the file on the Files home page—Click  **Share with people**.
 - On a file hover—Click  **Share File** then click **People** on the Sharing Settings dialog box.
2. Type the name of the person you want to share the file with and click the name to select it. .
 3. Choose the file permission you want them to have. By default, they have **collaborator permission** which lets them view, download, share, change permission, edit the file, and upload new versions. Select **Viewer** to give them permission to view, download, and share files.
 4. If you want to share the file with more people, enter more names.
 5. Optionally, add information to the message that recipients receive.
 6. Click **Share** and **Close**. Recipients receive a message that you have shared a file with them, along with a link to the file. Lightning Experience users receive this message as an email notification. Salesforce Classic users get a private Chatter message on their My Messages page on the Chatter tab, and also get an email notification if they have email notifications for Chatter messages enabled.



How do I let someone know I shared a file with them?

Recipients receive a message that you have shared a file with them, along with a link to the file. Lightning Experience users receive this message as an email notification. Salesforce Classic users get a private Chatter message on their My Messages page on the Chatter tab, and also get an email notification if they have email notifications for Chatter messages enabled.

How do I share a file with a group?

Share a file with a private or unlisted group so only members of that group can see it, or share a file with a public group so members of that group and all Chatter users in your company can see it. By default, anyone who can see a file can share it. To share a file with one or more Chatter groups:

1. Share the file from one of these locations:
 - On the detail page of the file you want to share—Click  **File Sharing Settings** > **With group**. Or click **Show All** on the Shared With list then click **Groups** on the Sharing Settings dialog box.
 - Next to the file in a feed—Click **More Actions** > **File Sharing Settings** then click **Groups** on the Sharing Settings dialog box.
 - Next to the file on the Files page, the Files Owned by list, or the Group Files list—Click  **Share with groups**.
 - On a file hover—Click  **Share File** then click **Groups** on the Sharing Settings dialog box.
2. Type the name of the group you want to share the file with and click the name to select it. Repeat this step to share with more groups.
3. Select access levels for each group. By default, private group access is set to **Collaborator**, while public group access is set to **Viewer**.
4. Optionally, add a message to your post. You can @mention people and groups in your message to notify them and post the file in their feed.
5. Click **Share** and **Close**. The file is posted to each group you shared it with and @mentioned.



A private file shared with a private or unlisted group becomes a privately shared file and displays the privately shared icon (). The file is posted to the group's feed and only the file owner and group members can find and view the file. Any file shared with a public group is viewable by all users in your company, displays the your company icon () , and is posted to the group's feed.



On the Sharing Settings dialog box, click  next to a person's or group's name to stop sharing the file with them.

How do I share a file with anyone via link?

You can share a file with anyone by creating a file link and sending it via email or IM. Creating a link generates an encrypted URL that you can send to any recipient, such as leads, customers, partners, and coworkers, inside or outside of your company. The recipient opens a web-based version of the file that they can easily preview and download. File link recipients can only view and download files. They can't be collaborators.

Create and Share a File Link in Salesforce Classic:



1. Start by sharing the file from one of these locations:
 - On Files home —Click **Upload files**, select a file from your device, then click **Sharing Settings** and choose **Anyone with Link**. Copy the link provided to share with people inside or outside your company.
 - On a file detail page—Click  **File Sharing Settings > Via link**.
 - On the Sharing Settings dialog box—Click **Anyone with link** from the Share with list.
 - Next to the file on the Files page, the Files Owned by list, or the Group Files list—Click  > **Share via link**.
 - Next to the file in a feed or on a file hover—Click **More Actions > File Sharing Settings**, then click **Anyone with link** from the Share with list.
2. Click **Copy** if available (or copy the link manually), and paste the link into an email or IM. File link recipients can only view and download files. They can't be collaborators.

Unless the file was already shared with your company, it's privately shared and displays the privately shared icon (). It's not posted anywhere and only the people you specifically shared it with can find and view it. If it was already shared with your company, it retains the your company icon () and anyone in your company can find and view it.




On the Sharing Settings dialog box, click  next to a link to stop sharing it. Anyone with the link will no longer be able to access the file.

Can I see where a file is shared?

The **Shared With** list on a file detail page shows you who the file is shared with, and their level of access. In Salesforce Classic, click **Show All** to open Sharing Settings, where you can:


- See who the file is shared with and their **permission**: owner, collaborator, viewer, or no access.
- Click **People** on the Sharing Settings dialog box to [share the file with specific people](#).
- Click **Groups** on the Sharing Settings dialog box to [share the file with specific groups](#).
- Click **Library** to share the file with a library.
- Click **Anyone with link** on the Sharing Settings dialog box to [create and share a file link](#).
- Click **Make private** to remove the file and file link, if applicable, from everywhere it's been shared. Only owners and users with the "Modify all Data" permission can [make a file private](#) (.
- On the Sharing Settings dialog box, click  next to a person's or group's name to stop sharing the file with them.

What does it mean when a file is “private”, “privately shared”, or “shared with your company”?

Sharing Setting	Definition	When Does a File Have This Setting?
 Private	The file is private. It hasn't been shared with anyone else besides the owner. The file owner can find and view this file.	<p>A file is private when you:</p> <ul style="list-style-type: none"> • Upload it in Files home • Stop sharing it with everyone (Make Private) • Delete posts that include the file and the file isn't shared anywhere else
 Privately Shared	The file has only been shared with specific people, groups, or via link. It's not available to all users in your company. Only the file owner and specific file viewers can find and view this file.	<p>A file is privately shared when it's:</p> <ul style="list-style-type: none"> • Only shared with specific people or a private group • Posted to a private group • Shared via link
 Your Company	All users in your company can find and view this file.	A file is shared with your company when it's posted to a feed that all users can see, a profile, or a public group.



What if I shared a file, but want it to be private again?


To stop sharing a file you own, make the file and the file link private ().

1. From the file detail page of the file you want to make private, click  **Share File** > **Sharing Settings** or **Show All** on the Shared With list.
2. On the Sharing Settings dialog box, click **Make private**.
3. On the confirmation dialog box, click **Make private**.

Can I preview files without downloading them?

Not only can you download and save files posted to Chatter feeds, you can also preview files in your browser without downloading them. To preview a file, click:

- The preview () icon next to the file on:
 - The Files list
 - The Files Owned by list on a profile
 - The Group Files list on a group
- The file thumbnail on a feed or on a file hover
- **More Actions** >  **Preview** next to a file on a feed

 **Note:** Files larger than 25 MB, unknown file types, password-protected files, and copy-protected PDFs can't be previewed. For files that can't be previewed, the **Preview** option isn't available on feeds or list views, and files appear as generic file type icons in



the feed. Some Microsoft Office 2007 features don't display correctly in previews. If a file can be previewed, but a preview doesn't exist, contact your Salesforce admin who may be able to regenerate the preview.

How do I see more details about a file?

To view the [file detail page](#), click a file name.

Can I edit a file's details?

To edit a file's name and description:

1. On a file detail page, click  **Edit Details** or click the edit icon () next to the description.
2. Optionally, edit the file name and description.
3. Click **Save**.

Can I follow files?

Yes. Click **+ Follow** to start seeing updates, or click **x Unfollow** to stop seeing updates. In Lightning Experience, follow a file from the file detail page. In Salesforce Classic, follow a file from a feed, file detail page, or files list.

Can I search for or filter the list of files on the Files page?

Yes. Click a filter in the sidebar to see and search within that selection of files.

- **Recent**—The most recent files you've viewed.
- **Owned by Me**—Files you have uploaded to Salesforce in Chatter, libraries, and directly in File home.:
- **Shared with Me**
- **Following**

What actions can a file owner, file collaborator, and file viewer perform?

Action	File Owner	File Collaborator	File Viewer
View or Preview	Yes	Yes	Yes
Download	Yes	Yes	Yes
Share	Yes	Yes	Yes
Attach a File to a Post	Yes	Yes	Yes
Upload New Version	Yes	Yes	
Edit Details	Yes	Yes	
Change Permission	Yes	Yes	
Make a File Private	Yes		
Delete	Yes		

How do I change someone's permission on a file?

File owners can also change file permissions for files shared with their company.

To change a file permission:

1. On a file detail page, click **Share File** > **Sharing Settings**.
2. Find the person or group whose access you want to change. Or change access for `Any Chatter user in your company`.
3. Select **Viewer**, **Collaborator**, or **No Access** (for your company). Or, for files shared with records (Salesforce Classic only), change to **Set by Record**. The change happens immediately.
4. Click **Close**.

How do I remove a file from a feed?

Deleting the file will remove the file from the post. Deleting the post will remove the file from the feed without deleting the file. You can delete posts and comments you've made and posts and comments made by other people on the Chatter feed on your profile.

How do I delete a file?

Click **Delete** on a [file's detail page](#) to delete the file and remove it from all locations where it's been shared. If the file was shared via link, anyone with the link no longer has access to the file once it's deleted. You can only delete files you own.

Chatter Search

- [How do I find information in Chatter?](#)
- [What are Chatter feed results?](#)
- [How do I search feeds in a specific context?](#)
- [How do I find all posts and comments with a specific hashtag topic?](#)
- [How do I find all posts and comments with a specific mention?](#)
- [How can I refine my search?](#)

How do I find information in Chatter?

Use the global search at the top of the page to find feeds, files, groups, topics, and people.

1. Enter your search terms in the header search box.
2. Click **Search**.
3. From the search results, click an item to open it.

Click **Search Feeds** at the top of the page to view Chatter feed search results that include your search terms. Click **People, Groups & Files** to return to Chatter people, groups, topics, and files results.

You can also use [feed search](#) to find information in a specific context.



What are Chatter feed results?


Search results for Chatter feeds display posts and comments that include your search terms.

- Sort your search results by posts only or by posts and comments, just as in feeds.
- Comment on, like, share, bookmark, and delete posts in the search results, just as in feeds.
- Add, edit, or delete topics on posts in the search results, just as in feeds.
- Follow, share, download, preview, and upload new versions of files in the search results, just as in feeds.
- View the detail pages for Chatter files, groups, topics, and people by clicking the respective name in the update.
- [View a single feed update](#) by clicking the timestamp below the update, for example, **Yesterday at 12:57 AM**.
- Click **Add to Favorites** to save a Chatter feed search to your [favorites](#).

How do I search feeds in a specific context?

Use feed search () to find information in a feed in a specific context. You can search for information on groups, user profiles, topic pages, and any other feed that supports feed search.

Click  above the feed to look for information in that feed. For example, use the feed search on a group's page to find information in that group. Type your search terms and press ENTER or click .

You can search for hashtag topics, mentions, and files posted in the feed, or refine your search using wildcards, operators, and quotation marks to match on exact phrases. Search results display with matching terms highlighted. Filters or sorting criteria used in the feed apply to feed search results as well. Click  to clear your search results and return to the feed.

How do I find all posts and comments with a specific hashtag topic?

Search for hashtag topics by entering # followed by the topic (such as *#SalesReport*) in the header search box. Search results return feed items that contain your search terms. To search for hashtag topics with multiple words, use brackets after the hashtag and around the words. For example, to find all instances of #Universal Paper, type *#[universal paper]* in the search box.

How do I find all posts and comments with a specific mention?

Search for mentions by entering @ followed by a person's name (such as *@Madison Rigsby*) in the header search box. In the search results, click **Search Feeds** to see where Madison Rigsby is mentioned in Chatter posts and comments.

How can I refine my search?

You can use the * (asterisk) and ? (question mark) wildcards to refine results. Use * to match one or more characters, or ? to match a single character. For example, searching for *bob jo** finds items with *Bob Jones* and *Bob Johnson*, and searching for *jo?n* finds items with *john* and *joan*. You can also use the AND, OR, AND NOT, () (parentheses), and " " (quotation marks) operators to refine results.

Chatter Favorites

- [What are Chatter favorites?](#) on page 22
- [How do I add feed search favorites?](#) on page 22

- [How do I add hashtag topic favorites?](#) on page 22
- [How do I add topic favorites?](#) on page 22
- [How do I remove Chatter favorites?](#) on page 22

What are Chatter favorites?

Chatter favorites give you easy access to feed searches and topics that you want to stay on top of. For example, if you and your coworkers use the topic #acme to track information about your customer Acme, you might want to add #acme as a favorite so you can easily access these updates.

You can have up to 50 favorites. If you haven't added any favorites, the Favorites section doesn't appear.


How do I add feed search favorites?

1. Enter terms in the header search box and click **Search**.
2. Click **Search Feeds** to see the posts and comments that include your search terms.
3. Click **Add to Favorites**. The favorite name is the same as the search terms.


How do I add hashtag topic favorites?

1. Click a hashtag topic, such as #acme, to see the posts and comments with the hashtag topic.
2. Click **Add to Favorites**. The favorite name is the same as the hashtag topic, **#acme**.

How do I add topic favorites?

1. Click a topic name to navigate to the topic detail page.
2. In the upper-right, click , and choose **Add to Favorites**. The favorite name is the same as the topic name.


How do I remove Chatter favorites?

Click , which appears on hover, to remove a favorite.

Filters

- [Can I filter my feed so that I only see information I need?](#)
- [What filters are available?](#)
- [How do I navigate back from a people, group, or file page?](#)
- [Can I use filters while searching feeds?](#)

Can I filter my feed so that I only see information I need?

Yes, you can use the filters on the left side, below your profile picture. Click  **Feed** to see the available filters.

What filters are available?

What I Follow

Shows updates for everything you follow, including posts from people you follow, groups you are a member of, and files you're following. Users who follow a record, see those updates in their view of What I Follow, with one exception. Feed-tracked changes that users make themselves aren't posted to What I Follow. Use the dropdown list at the top of your feed to further narrow the subset of posts. In Lightning Experience, use the Filter Feed icon.

To Me

Shows posts that are made on your profile page, including

- Posts others make on your profile page
- Posts and comments where you have been mentioned
- Posts you made that have comments

Bookmarked

Shows your bookmarked posts in your feed.

Muted (Salesforce Classic)

Shows all the posts you've muted. You can unmute a post here.

All Company (Salesforce Classic)

Shows posts and comments from your entire company, including posts and comments from:

- People in your company
- Public groups
- Private groups you are a member of

Company Highlights (Lightning Experience)

Shows the most popular posts across your entire company and posts with lots of comments, likes, and views.

How do I navigate back from a people, group, or file page?

Use the navigational links on the upper left side of the page.

For example, when you view a profile, you see a **Chatter > People > Name** shortcut on the upper left side, above the profile picture. Click **People** to see the list of all people in your organization, or click **Chatter** to go straight to the Chatter page.

 **Note:** You can also go straight to the Chatter page by clicking the Chatter logo in the banner at the top of any page.

Can I use filters while searching feeds?

Yes, any filters you use apply to your [feed search](#) results as well.

CONNECTING WITH OTHERS



Invitations

- [Can I invite coworkers that aren't on Chatter to join?](#)
- [Can I invite a coworker that isn't using Chatter to join a group?](#)
- [When someone accepts my invitation, do they automatically follow me? Do I auto-follow them?](#)
- [How long is an invitation to join Chatter valid for?](#)
- [Can I send my own invitations using email?](#) on page 25

Can I invite coworkers that aren't on Chatter to join?

Yes.

1. Click **Invite People to Chatter** on the People page or **Invite Coworkers!** on the Chatter page.



Note: You can only invite people with email addresses in your company's domains.

Portal users can't send invitations.

2. To send invitations from Chatter, enter email addresses and click **Send**.
3. To send invitations using your own email account, click **send your own email invitation**. If you have a default email client set, an email containing an invitation link opens in your mail program. Otherwise, you see an invitation link that you can copy and paste into an email.

If a user doesn't accept the invitation within the first day, Chatter sends an email reminder the second day. If the user doesn't accept that invitation, Chatter sends another reminder the following day.

Can I invite a coworker that isn't using Chatter to join a group?

Yes, you can send your coworker an invitation to join a group. When they accept the invitation, they become a member of the group and join Chatter in the process. Invited users can view profiles, post on their feed, and join groups. To invite a user to join a group:

1. Click **Groups** and click on a group name.
2. In the Members section on the group detail page, click **Invite People**.
If you are the group owner or manager, you can also click **Add/Remove Members**, then click **Invite them to Salesforce Chatter!**.
3. Enter email addresses and click **Send**.

If a user doesn't accept the invitation within the first day, Chatter sends an email reminder the second day. If the user doesn't accept that invitation, Chatter sends another reminder the following day.

When someone accepts my invitation, do they automatically follow me? Do I auto-follow them?

When your coworker accepts the invitation, you automatically follow them and they follow you.

How long is an invitation to join Chatter valid for?

A person has up to 60 days to accept an invitation.

Can I send my own invitations using email?

Yes, you can get an invitation URL to include in your email invitations to coworkers. See [Can I invite coworkers that aren't on Chatter to join?](#) on page 24.



Recommendations

- [What are recommendations?](#)
- [How does Chatter determine my recommendations?](#)
- [How do I accept or dismiss a recommendation?](#)

What are recommendations?

Recommendations suggest people and files to follow and groups to join. The more recommendations you accept, the more updates you see in your feed.

How does Chatter determine my recommendations?

Chatter recommends people who:

- Follow the same people as you.
- Are popular, which means they have many followers.
- Are new to Chatter.
- Are based on people and topics you already follow. For example, let's say you follow Madison Rigsby. Many people who follow Madison also follow Suzanne Powell, so Chatter recommends Suzanne to you.

Chatter recommends groups based on:

- The popularity of the group determined by the number of members.
- The number of people you're following in the group. Chatter recommends groups with the most members you're following.
- If the group is new (created in the last month).

Chatter recommends files that you might want to follow based on the popularity of the file, determined by the number of people who have viewed or downloaded the file.

How do I accept or dismiss a recommendation?

- Click **Follow** next to the person or file you want to follow.
- Click **Join** to become a group member.
- Click **x** to dismiss a recommendation.
- Click **More** to display the Recommendations page where you can use the side filters to narrow your recommendations to people, files, or groups.

Following

- [Why should I follow people?](#)
- [How do I follow someone?](#)
- [How do I stop following someone?](#)
- [Can I prevent someone from following me?](#)
- [Is there any automatic following?](#)
- [How do I use the Follower and Following lists?](#)
- [Why should I follow topics?](#)
- [How do I follow a topic?](#)
- [How do I stop following a topic?](#)

Why should I follow people?

Following people allows you to see their status updates in your feed on your Chatter page.

How do I follow someone?

Click **+ Follow** to follow a person wherever you see the person's name in Chatter, for example on the:

- Person's profile page
- People list view
- Person's hover
- Recommendations list
- Followers and Following lists

Once you follow people, you see their posts, comments, and likes in your Chatter feed. You can follow a maximum of 500 people and topics.

How do I stop following someone?

To stop following a person, hover over the person's name and click **x** next to **Following**. When you stop following a person, you don't see future updates from that person in your Chatter feed.

Can I prevent someone from following me?

No. Anyone can choose to follow you.





Is there any automatic following?

If you invite someone to Chatter and they accept the invitation, you auto-follow them and they auto-follow you.

How do I use the Follower and Following lists?

View the Following and Followers lists on your profile to see who, what, and how many items you're following, and who is following you. If you're not following anyone, click **Find people to follow** in the Following list to view the People list and start following people. You can also view the Following and Followers lists on other people's profiles.

In either list, click **Show All** to view the full list in alphabetical order.

- Use the **Next** and **Previous** links to see more of the list.
- Optionally filter the Following list by people or objects, for example, accounts or files.
- In your Following list, click  to stop following a person.
- In another person's Following list, click  **Follow** to follow a person.
- In any Followers list, click  **Follow** to follow a person, or  to stop following them.
- Click **Done** to close the window.


Why should I follow topics?

Follow topics so you can see updates in your Chatter feed.

How do I follow a topic?

To follow a topic, click  **Follow** on the:

How do I stop following a topic?

To stop following a topic, click  next to Following. After you stop following a topic, you don't see future updates to the topic in your Chatter feed.



Chatter Messages

- [What are Chatter messages and what can I use them for?](#)
- [Who can I send messages to and who can see them?](#)
- [How do I view my messages?](#)
- [How do I send a message?](#)
- [How many people can I send a message to?](#)
- [How do I know when I have new messages?](#)
- [How do I add or remove people after a conversation has started?](#)
- [Can I search my messages?](#)
- [Can I delete messages I no longer want?](#)

What are Chatter messages and what can I use them for?

Use Chatter messages for secure private conversations with other Chatter users. Send your a question to another person privately, or to communicate with a few select people when a discussion isn't relevant to everyone you work with. Messages also notify people when a file has been shared with them.

Who can I send messages to and who can see them?

You can send messages to anyone in your Chatter organization. It doesn't matter who you follow, who's following you, what groups you belong to, or if the recipient is a customer. Messages don't appear in your feed, your profile, global search results, or any other part of Chatter that's publicly visible.

How do I view my messages?

View your messages by clicking the **Messages** link. On the My Messages page, you can:

- See the most recent message in each of your conversations. The most recent message displays at the top of the list.
- See the photo of the person who sent the most recent message in a conversation.
- See if you have unread messages (●).
- See if you sent the most recent reply (↩) in a conversation.
- Click any message to view the full history of messages exchanged in that conversation.
- Send a message by clicking **New Message**.

Your messages are organized into conversations, with each conversation defined by the unique combination of people participating in it. For example, let's say you send a message to Sally Smith. When Sally replies, her message continues your one-on-one conversation. Every new message you send to Sally—even if it's about a different topic—also continues the same conversation. Over time, you build a rich conversation history with Sally that contains every message you've ever exchanged with her. At the same time, let's say you send a message to both Sally Smith and Bob Johnson. That message is considered part of a separate conversation between you, Sally, and Bob. When Sally replies, her message continues a separate conversation from your one-on-one conversation with Sally.

How do I send a message?

To send a Chatter message:

1. Start the message from one of these locations:
 - Click the **Messages** link, then click **New Message** in My Messages.
 - Click a person's name anywhere in Chatter to view their profile and click **Send a message**.
 - Click **Send a message** on a person's hover.
 - When viewing the full message history of a conversation, use the text box under the most recent message to send a reply.
 - When viewing the email notification about a message you've received, reply to the email.

Sharing a file with people is another way to send a Chatter message. When you share a file, recipients automatically receive a message that lets them know the file has been shared, as well as any additional information you provided.

2. If you started in the Send a Message dialog box, you can add people's names to the recipient list. Type a name in the **To** field and click the name to select it. Add more people to the conversation by entering additional names. If you're replying within a conversation or via email, the conversation participants can't be changed.
3. Write your message. Messages can be up to 10,000 characters.

4. Submit your message using the appropriate method:
 - In the Send a Message dialog box, click **Send**.
 - If you're replying within a conversation, click **Reply** (or **Reply All** if the conversation involves multiple recipients).
 - If you're replying via email, use the Send option in your email application.

If your message continues an existing conversation, your reply is added to the conversation and appears at the top of the list in My Messages. If your message starts a new conversation because you haven't previously exchanged messages with that unique combination of recipients, your message appears at the top of the list in My Messages as a brand new conversation.

How many people can I send a message to?

Conversations can involve just one other person, or up to 10 people total, including yourself. You can't send a message to yourself.

How do I know when I have new messages?

As others reply, the **Messages** link shows the number of conversations with new messages. If you're already receiving Chatter email notifications, you'll automatically be notified of new messages.


How do I add or remove people after a conversation has started?


Conversation participants are established when someone sends the first message in the conversation. No one can add people or remove people from the conversation after the first message is sent.

Can I search my messages?

Yes. You can search for people and text in your messages.

1. In My Messages, enter your search terms in the search box above your messages. Keep in mind these simple search tips:
 - If you're viewing your list of conversations, search looks for matches across all conversations. If you're viewing a single conversation, search looks for matches only within that conversation.
 - Searching for a person's name (such as *bob johnson*) finds both the conversations where Bob Johnson is named in the text as well as conversations where he's a participant. If you search for your own name, search results will include all of your messages and conversations because you're a participant in every conversation.
 - Searching for *bob jo* finds both Bob Jones and Bob Johnson. We automatically search for terms starting with *bob jo*, as if you had entered the * (asterisk) wildcard (*bob jo**)
 - If you search for the term *customer*, you'll see matches on that term within the text of messages. Matches don't include people who are identified as customers in a conversation's participant list.
2. Click **Search**.
3. Once you see the search results, you can:
 - Refine your search by entering additional search terms or using wildcards or operators.
 - Click a message to view the full conversation if you initially searched across all conversations.

 **Note:** If there are matches on names in the participant list and the conversation involves lots of people, the match might not be visible because the participant list doesn't show everyone's name. In other words, you'll see the conversation included as a match but the highlighted name match might be hidden from view.

Clear your search terms by clicking . Chatter automatically clears your search when you enter a reply, send a new message, or leave My Messages.

Can I delete messages I no longer want?

No. You can't delete messages or conversations.

CHATTER EVERYWHERE

Chatter Desktop

 **Important:** Chatter Desktop is retiring in June 2018. For more information, see [Chatter Desktop Retirement](#).

- [What is Chatter Desktop?](#)
- [How can I get Chatter Desktop?](#)
- [How can I learn more about Chatter Desktop?](#)


What is Chatter Desktop?

Chatter Desktop is a free desktop application that lets you collaborate in Chatter without a browser. Use Chatter Desktop to post and comment in Chatter, and receive updates about your groups and the people and files you follow. Chatter Desktop also supports chat, private Chatter messages, and displays Chatter updates and private messages as popup notifications in your Windows taskbar or Mac OS X Dock.

How can I get Chatter Desktop?

At the top of any page, click *Your Name* > **My Settings**, then click **Chatter Desktop**. To install, click **Download Now** and follow the on-screen instructions.

How can I learn more about Chatter Desktop?

Chatter Desktop has its own help system. To access it, launch Chatter Desktop, click , and select **Help**.

MAKING AND MANAGING POSTS

Feeds

- Why do I only see certain people in my Chatter feed?
- Who can see my posts?
- Can I delete posts and comments from my feed?
- Can I search within a specific feed?
- How do I sort the posts in my feed?
- Can I prevent people from seeing my posts?
- Can I send private messages?
- Do posts that I make on a group appear on my profile where others can see them?
- Can I post a file or link?
- What happens when I click Like on a post or a comment?
- How long can my posts and comments be?
- Can I restore a Chatter post from the Recycle Bin?
- Can I view a single Chatter update?
- How do I bookmark a post?
- Can I share Chatter updates posted by other users? on page 36
- How do I share a post from another user to my profile?
- How do I share a post from another user with a group?
- How do I send a link to a post?
- What is a poll and how do I create one?

Why do I only see certain people in my Chatter feed?

You only see updates by people that you follow. Follow more people to see more updates in your Chatter feed. Click **People** to find a list of people in your organization to follow or unfollow.

Who can see my posts?


The following table describes where you can post and where your post displays.

I'm posting from	Where I can post to	Who can see my post
Chatter page	My Followers	<ul style="list-style-type: none">• Everyone can see your post on your profile.• People following you see your post in their feed.


I'm posting from	Where I can post to	Who can see my post
	A Group	<ul style="list-style-type: none"> If you attach a file to the post, the file is available to everyone. The file also shows up in search results and in file lists. If you're posting to a public group, everyone can see your post on your profile and the group page. Members of the group also see your post in their feed. If you're posting to a private or unlisted group, only group members see your post on the group, your profile, and in their feed. If you attach a file to the post, the file is available to anyone who has access to the group. The file also shows up in search results and in file lists.
My Profile	My Followers	<ul style="list-style-type: none"> Everyone can see your post on your profile. People following you see your post in their feed. If you attach a file to the post, the file is available to everyone. The file also shows up in search results and in file lists.
	A Group	<ul style="list-style-type: none"> If you're posting to a private or unlisted group, only the group members see your post on the group, your profile, and in their feed. If you're posting to a public group, everyone can see your post on your profile and the group page. Members of the group also see your post in their feed. If you attach a file to the post, the file is available to anyone who has access to the group. The file also shows up in search results and in file lists.
A group page	You can only post to that group.	<ul style="list-style-type: none"> If you're posting to a public group, everyone can see your post on your profile and the group page. Members

I'm posting from	Where I can post to	Who can see my post
		<p>of the group also see your post in their feed.</p> <ul style="list-style-type: none"> If you're posting to a private or unlisted group, only group members see your post on the group, your profile, and in their feed. If you attach a file to the post, the file is available to anyone who has access to the group. The file also shows up in search results and in file lists.
Another person's profile	You can only post to that person's profile.	<ul style="list-style-type: none"> Everyone can see your post on that person's profile and on your profile. People following that person see your post in their feed. If you attach a file to the post, the file is available to everyone. The file also shows up in search results and in file lists.

Can I delete posts and comments from my feed?

You can delete your own posts and comments and posts and comments made by others on your profile. In your feed, find the post or comment you want to remove and click , which appears on hover.

Can I search within a specific feed?

Use [feed search](#)  to find information in any feed, such as on a user's profile or in a public or private group (if you're a member).

How do I sort the posts in my feed?

You can either see the latest posts or latest posts that have comments at the top of your feed. To sort your posts, click **Post Date** or **Most Recent Activity** at the top of your feed.

Can I prevent people from seeing my posts?

Anyone except [customers](#) can see your posts on your profile, and people following you can see your posts in their Chatter feed.

Can I send private messages?

Yes, you can send Chatter messages to have private conversations with other Chatter users. You can send messages to anyone in your Chatter organization. It doesn't matter who you follow, who's following you, what groups you belong to, or if the recipient is a customer. Messages don't appear in your feed, your profile, global search results, or any other part of Chatter that's publicly visible.

Do posts that I make on a group appear on my profile where others can see them?

Yes, but who can see the posts depends on the [type of group](#). If you post to a group that is:

- Public, anyone except customers can see the post on your profile.
- Private, only other group members can see the post on your profile.
- Private and allows customers, all members can see the post in the group. Customers who are members of the group can see your posts on the group page but not on your profile.
- Unlisted, only group members and users with the “Manage Unlisted Groups” permission can see the post on your profile. Customers who are members of the group can see your posts on the group page but not on your profile.

Can I post a file or link?

Attach links and files to posts and comments from your device, Salesforce Files, Files Connect external sources, and . All file types are supported, including everything from Microsoft® PowerPoint presentations and Excel spreadsheets, to Adobe® PDFs and image files. Audio and video files can be uploaded and downloaded, but not parsed or previewed.

For more information, see [Files](#) on page 13.

What happens when I click Like on a post or a comment?

After you click **Like** on a post, you receive email notifications if others comment on that post. If you click **Like** on a comment, only the user who posted the comment receives an email notification. You receive an email notification for any subsequent comments. You can change your [email notification settings](#).

- To stop liking a post or a comment, click **Unlike**. When you stop liking a post or a comment, you don't receive email notifications for subsequent comments or likes.
- View the profiles of others who have liked a post by clicking their name at the bottom of the post or comment, for example, “**John Smith** likes this.”
- If more than three people like a post, click the link to see the full list; for example, “You, **John Smith**, and **2 others** like this.” From that list, you can follow or stop following people.
- Likes on comments show how many people have liked the comment, for example, “**1 person**” or “**7 people**”. To see their names, click the link.

How long can my posts and comments be?

Posts and comments can be up to 10,000 characters long. Use the rich text editor to format your posts. Publisher actions include styling text and removing text styles, adding lists, adding inline images and emojis, @mentioning someone, and attaching a file.

Can I restore a Chatter post from the Recycle Bin?

No. Once deleted, Chatter posts cannot be restored.

Can I view a single Chatter update?

You can view a single Chatter post in a feed for a user or group. In a feed, click the timestamp that appears below the post, for example, **Yesterday at 12:57 AM**.

How do I bookmark a post?

1. Click the down arrow at the top right corner of the post you want to bookmark to expand the drop-down menu.
2. Click **Bookmark**. The bookmark icon (🔖) displays next to the post to indicate that you successfully saved the post to your bookmarks. Click **Feed > Bookmarked** on the Chatter sidebar to see your bookmarked posts in your feed.

Can I share Chatter updates posted by other users?

You can share posts from other users to your profile, with any group you're a member of, or send a link to the post in an email or instant message. When you share a post, keep in mind:

- When you share with a group, you can share only with a group you're a member of.
- You can't share a post from a private group.
- You can't share a post to a private group that includes external users.
- In Salesforce Classic, you can share a post to your own profile, but not to another person's profile.
- In Salesforce Classic, you can share the original post, including any files and attachments, but you can't share any comments or likes.
- In Lightning Experience, you share only the post; attachments, comments, and likes are not shared.
- You can comment on a shared post.
- In Lightning Experience, when you edit the original of a shared post, the shared version is updated.
- You can't share feed tracked items.
- You can't share a post from a record feed.
- Only Chatter users inside your company can see a post that you shared using a link in an email or instant message.

How do I share a post from another user to my profile?

1. Find the post you want to share in your Chatter feed.
2. Click **Share**.
3. Type a comment about the post or leave the comment field blank.
4. In the drop-down list, select **My profile**.
5. Click **Share**.

The shared post appears in the Chatter feed on your profile.

How do I share a post from another user with a group?

1. Find the post you want to share in your Chatter feed.
2. Click **Share**.
3. Type a comment about the post or leave the comment field blank.
4. Find the post you want to share in your Chatter feed.
5. In the drop-down list, select **A group**.
6. Type part of the group name and select the group from the list.

You can only share the post with a group you're a member of. If you are sharing a post with a file, select **Viewers** to allow group members to only view the file, or select **Collaborators** to allow group members to download and modify the file.

7. Click **Share.**

The shared post appears in the Chatter feed on your profile.

How do I send a link to a post?

1. Find the post you want to share in your Chatter feed.

You can't share a link to a post from a private group.

2. Click **Share.****3. In the top corner, click **Show link to post**.****4. Copy and paste the link in an email or instant message and send it to the people with whom you want to share the post.**

The people you send the link to must be Chatter users to see the post.

What is a poll and how do I create one?

Polls are a great way to get people's opinions. For example, you're planning a team luncheon and want to know what type of lunch the participants prefer. You could create a poll that lists the different lunch types and post the poll on the team's group feed.

1. Above the feed, click **Poll.****2. Type a question in the text box.****3. Type at least two choices. Click **Add more choices** to add another choice. You can enter up to ten choices.****4. Select to post the poll to your followers or to a group. If you're posting the poll to a group, select the name of the group from the drop-down list.****5. Click **Share** to post the poll.**

When you create a poll, anybody with access to the feed can vote on the poll. So when you post a poll, consider who you want to participate. For example, if you post a poll in a private group, only the members of that group can see the poll and vote. Keep the following in mind about polls:

- When voting on a poll, you can only select one choice.
- Polls are anonymous. You can see how many people voted, but you can't see who voted.
- Click **Refresh** to see the latest poll results and the number of votes that were cast.
- You can't repost a poll.
- People can change their vote at any given time.

@mentions

- [I see names with an @ symbol before them in my feed. What does that mean?](#)
- [How do I mention someone in a post or comment?](#)
- [How do I see all posts where people mention me?](#) on page 38
- [How do I search for mentions?](#)
- [Can I mention someone who doesn't have access to a private or unlisted group?](#)

I see names with an @ symbol before them in my feed. What does that mean?

@Mentioning individual people or a group is a way to keep them informed when you're discussing something relevant to them.

How do I mention someone in a post or comment?

You can mention individual people or a group.

1. When you write a post, type @ followed by the first few letters of the person or group name.
2. Select the person or group from the list of matches. The list includes all matches for
 - People, typically users you interact with the most
 - Public groups
 - Private groups you're a member of
3. To post your update, click **Share**.

How do I see all posts where people mention me?

On the left hand side, click **To Me** to filter your feed to show only posts and updates that mention your name.

How do I search for mentions?

Search for mentions by entering @ followed by a person's name (such as @Madison Rigsby) in the header search box. In the search results, click **Search Feeds** to see where Madison Rigsby is mentioned in Chatter posts and comments.

To search for mentions in a specific feed, use the [feed search on that page](#).

Can I mention someone who doesn't have access to a private or unlisted group?

Chatter enforces security and sharing rules in Salesforce. Let's say you make a post to a private or unlisted group. In that post, you @mention someone who isn't a member of the group. In this case, the @mention appears as a gray link. The mentioned person can't see your post and doesn't get notified about the post. For example, Madison creates a private group for her project team and forgets to add her coworker Sandy Dunn to the group. When Madison posts an update to this group and @mentions Sandy Dunn, Sandy isn't notified about the update. Sandy also can't see the update because she's not a member of the private group. If Madison later adds Sandy to the group, Chatter doesn't notify Sandy about the previous mentions.

Topics

- [What are topics?](#)
- [What's the difference between a hashtag topic and a topic appearing directly under a post in the feed?](#)
- [Are topics private?](#)
- [Where can I see all topics?](#)
- [How can I find out more about a topic?](#)

- [How do I add a topic to a post?](#)
- [How do I add a hashtag topic to my update?](#)
- [Why should I follow topics?](#)
- [How do I follow a topic?](#)
- [How do I stop following a topic?](#)
- [How do I search for a topic?](#)
- [What is a trending topic?](#)
- [Can I delete a topic?](#)
- [Are there any characters I can't include in a topic?](#)

What are topics?

When you post or comment in Chatter, you can associate your post or comment with all other posts and comments on the same subject by adding a topic. A topic is a way to categorize your post or comment so other people can find it more easily. Topics also help you discover people and groups that are knowledgeable and interested in the same topics.

For example, if you post that you're working on a sales presentation for your customer Universal Paper, you might want to add the hashtag topic **#Universal Paper** in your update. Anyone can click the topic to find out more information about Universal Paper and to see which people and groups are talking about Universal Paper.


What's the difference between a hashtag topic and a topic appearing directly under a post in the feed?

Hashtag topics and topics appearing directly under a post in the feed are the same. Both types of topics link to the topic detail page where you can discover more about the topic and which people and groups are knowledgeable and interested in the topic.


Are topics private?

Topic names and descriptions aren't private, even those that appear solely in private groups. Posts with topics have the same security and privacy as those without topics.

Where can I see all topics?

To view the topics list, on the left side of the Chatter page, click  **Topics**.



In the topics list, you can:

- Click a topic name to see the topic detail page.
- Click  **Follow** to see updates in your Chatter feed.
- [Filter the list of topics](#) to narrow down what you're looking for.
- Search for topics by name.

 **Tip:** Use global search to search topic names and descriptions.

How can I find out more about a topic?

To open a topic detail page, click a topic or hashtag. On the topic detail page, you can:

- [Search a topic feed](#) to quickly find relevant information. Or scan the feed to learn about the topic and discover which people and public groups are interested in it.
- Add a post directly to the topic feed. Your followers automatically see the post, and you can even add the post to a group you're a member of by using an @mention. Because you added the post on the topic feed, the topic is automatically added to your post.
- Click  **Follow** to follow the topic and see updates to the topic in your feed.
- Edit the topic name and description. In the upper right, click , and choose Edit Details. You can change only the capitalization and spacing of topic names.



Note: Topic names and descriptions are not private, even those that appear solely in private groups. Posts with topics have the same security and privacy as those without topics.

- If available, find out more about a topic using the lists on the right.

Related Topics

Other topics that were added together with the current topic.

Recent Files


Files you have access to that were most recently posted to the topic feed.

Groups Talking

Public groups and groups you're a member of that most recently used the topic.

How do I add a topic to a post?

You can add a topic to a post either by including a hashtag topic in the post or in a comment on the post or by adding a topic to the post directly in the feed. To add a hashtag topic, see [How do I add a hashtag topic to my update?](#) To add a topic to a post directly in the feed:

1. In the top corner of the post, click .
2. Click **Add Topics** or **Edit Topics**.
3. In the topic editor, start typing your text. As you type, you can pick a topic from the list of suggestions, or keep typing to create your own unique topic. To add more than one topic, type a comma after each topic.
4. When you're done adding topics, click **Done** or press ENTER.
The topics you add become links to the topic detail pages.

How do I add a hashtag topic to my update?

1. When writing an update, type # followed by any text. As you type, you can pick a topic from the list of suggestions, or press ENTER at any time to add a new topic that can be up to three words.
2. Click **Share**.

The hashtag topic becomes a link to the topic detail page. The topic (without the hashtag) is also automatically added to the top-level post in the update. For example, if you include **#Universal Paper** in a comment under your coworker's post, the topic **Universal Paper** is added to your coworker's post.

Why should I follow topics?


Follow topics so you can see updates in your Chatter feed..

How do I follow a topic?

To follow a topic, click  **Follow** on the:

- Topic detail page
- Topics list

How do I stop following a topic?

To stop following a topic, click  next to Following. After you stop following a topic, you don't see future updates to the topic in your Chatter feed.

How do I search for a topic?

You can search for topics by entering the topic name in the header search box.

 **Tip:** If you don't see topics in your search results, click **Search All** and pin topics to the top of your search results.

You can also search specifically for hashtag topics using global search or in a specific feed using feed search on that page.

- Search for hashtag topics by entering # followed by the topic (such as *#SalesReport*) in the header search box. Search results return feed items that contain your search terms.
- Search for hashtag topics in a specific feed using the [feed search on that page](#).

To search for hashtag topics with multiple words, use brackets after the hashtag and around the words. For example, to find all instances of #Universal Paper, type *#[universal paper]* in the search box.



What is a trending topic?

The more frequently people add a specific topic to their posts and comments and comment on or like posts with the same topic over a short period of time, the more likely it is to become a trending topic. For example, if your coworkers are attending the upcoming Dreamforce conference and have started discussing it in Chatter, you may see a trending topic for Dreamforce. For privacy reasons, Trending Topics don't include topics used solely in private groups. Trending topics appear on the right side of the Chatter page.

Can I delete a topic?

Once you post an update, the only way to remove a hashtag topic is to delete the entire post or comment. You can, however, remove the topic from the top-level post.

Before you remove a topic from a post, consider whether you or someone else added it. Someone else may be tracking the update with topics you're not aware of.

1. In the top corner of the post, click .
2. Click **Edit Topics**.
3. Click  next to the topic you want removed from the post.

Removing a topic from a post removes the post from the topic feed on the topic detail page and from the feeds of any followers.

Are there any characters I can't include in a topic?

Commas (,) and closing square brackets (]) automatically end a topic. Other punctuation, symbols, and separators are supported in topic names.

SETTINGS & ADMINISTRATION



Location Settings

- [Can I change my language or timezone?](#)

Can I change my language or timezone?

Yes. To set up your date, time, and language settings for Chatter, click *Your Name* > **My Settings** at the top of any page, then click **Location Settings**.

You can change the following fields (in alphabetical order):

Field	Description
Language	Your preferred language. All text and online help is displayed in this language.
Locale	Your country or geographic region. The <code>Locale</code> setting affects the format of date, date/time, and number fields, and the calendar. For example, dates in the English (United States) locale display as 06/30/2000 and as 30/06/2000 in the English (United Kingdom) locale. Times in the English (United States) locale display using a twelve-hour clock with AM and PM (for example, 2:00 PM), whereas in the English (United Kingdom) locale, they're displayed using a 24-hour clock (for example, 14:00).
Time Zone	Your closest time zone. Your region's Daylight Savings Time rules are respected.



Security Settings

- [How do I change my password?](#)
- [I forgot my security question. How do I change it?](#)
- [I was trying to remember my password, but couldn't and now I'm locked out of Chatter. How long will this last?](#)
- [When I'm locked out of Chatter, can I reset my password?](#)

How do I change my password?

To change your Chatter password, click *Your Name* > **My Settings** at the top of any page, then click **Security Settings**.

As you enter a new password in the `New Password` field, a visual indicator provides dynamic feedback on the completeness of that password. When the password matches the minimum requirements for your organization's password policy, the visual indicator and associated text indicate that the password is acceptable and can be saved.

I forgot my security question. How do I change it?

1. Click *Your Name* > **My Settings** > **Security Settings**.
2. Enter your current password in the `Old Password` field.
3. Select a new security question and type the answer.
4. Click **Save**.

I was trying to remember my password, but couldn't and now I'm locked out of Chatter. How long will this last?

You can enter a password up to 10 times before being locked out of Chatter. After that you are locked out for 15 minutes.

When I'm locked out of Chatter, can I reset my password?

After the 15 minute lockout period ends, you can reset your password.



Email Settings

- [What do my Chatter email notification settings control?](#)
- [How do I change Chatter email notification settings?](#)
- [I joined a Chatter group but I'm not getting email notifications about posts and comments. Can I turn on notifications for my group?](#)
- [I see that I can reply to some Chatter email notifications. How do email replies work?](#)

What do my Chatter email notification settings control?

Chatter can email you every time someone follows you, posts to your profile or groups, and more. You can also receive daily or weekly user and group email digests.

How do I change Chatter email notification settings?

Go to *Your Name* > **My Settings** > **Email Settings**.

Consider these email tips:

- Daily digests include up to the 50 latest posts from the previous day while weekly digests include up to the 50 latest posts from the week. Both include the three latest comments on each post.
- Chatter sends daily digests at approximately 12:00 a.m. every day, and weekly digests at approximately 12:00 a.m. on Sunday. For user digests, the time is according to the user's time zone. For group digests, the time is according to the organization's time zone. Neither time is configurable.
- You won't receive digests when there are no updates.
- In communities, the `Email on every post` option is disabled once more than 10,000 members choose this setting for the group. All members who had this option selected are automatically switched to `Daily digests`.
- Chatter personal email digests are not supported in Communities.

- If you select `Comments after me` or `Comments on an item I like`, you receive email notifications for up to 10 comments after yours. Commenting again later in the post resets the count and allows you to receive email notifications for up to another 10 subsequent comments.
- `Get Sends me a message` notifications when people send you private Chatter messages, including notifications about files that have been shared with you.

I joined a Chatter group but I'm not getting email notifications about posts and comments. Can I turn on notifications for my group?

Yes, you can turn on email notifications after joining a group by clicking `Email Me...` and selecting a frequency. When you join or are added to a group, you don't receive email notifications initially because they're turned off by default. You can use `Set default frequency for groups I join:` to choose how often you want to receive emails when joining new groups. Changing the default frequency doesn't affect the groups you already belong to.

I see that I can reply to some Chatter email notifications. How do email replies work?

When you receive certain email notifications, you can conveniently perform some actions by replying directly from your email. You can reply to the types of email listed in the table, or any notification that displays a `From` address of `reply@chatter.salesforce.com`.

Action	Type of Email	Text to Include in Your Reply	Limits
Bookmark a post	Someone posted to your profile or a group, mentioned you in a post, or shared your post	<code>bookmark</code>	N/A
Comment on a post	Someone posted, commented on your post, also commented after you, or mentioned you in a post or comment	The text of your comment	1,000 characters maximum. Replies that exceed the limit are truncated to the first 1,000 characters.
Follow someone	Someone posted, commented on your post, also commented after you, or mentioned you in a post or comment	<code>follow</code>	N/A
Like a comment	Someone commented on your post or also commented after you	<code>like</code> or <code>+1</code>	N/A
Like a post	Someone posted to your profile or a group, mentioned you in a post, or shared your post	<code>like</code> or <code>+1</code>	N/A
Mute a post	Any post or comment email when you no longer want to receive notifications for the original post	<code>mute</code>	N/A

Action	Type of Email	Text to Include in Your Reply	Limits
Respond to a Chatter message	Someone sent you a message	The text of your response	10,000 characters maximum. Replies that exceed the limit are truncated to the first 10,000 characters.
Unfollow someone	Someone posted, commented on your post, also commented after you, or mentioned you in a post or comment	<i>unfollow</i>	N/A
Unlike a post	Someone posted, commented on your post, or also commented after you on a post that you previously liked	<i>unlike</i> or <i>-1</i>	N/A

Consider these tips when sending email replies.

- Replies must be sent from the email address specified on your profile. If you use email aliases or email forwarding services that send replies from a different email address, your replies aren't processed.
- Replies to bookmark, mute, like or unlike, and follow or unfollow must contain only the single word or exact text, such as *like* (case insensitive) or *+1*. If you include extra white spaces or the original message that some email applications automatically include, we ignore them and process the reply as a like, bookmark, etc. However, if you include any other text in the body, such as *Like!* or *Like this?*, we process your reply as a comment rather than a like, bookmark, etc.
- If replies contain your personal email signature, the signature text is treated as part of your comment. Default signatures inserted by mobile devices, such as *Sent from my iPhone*, are automatically removed from replies. Before replying, delete custom signatures and any extra text you don't want posted to Chatter. Or, add a separator line to the top of your signature to have it automatically removed. The separator line must have a minimum of one of the following characters:
 - Dash (–)
 - Equal sign (=)
 - Underscore (_)

You can also use any combination of these characters or dash dash space (– –), which respects [RFC 3676 4.3](#).

- Attachments and mentions in replies are ignored.
- Before replying, check the email address that displays in the **To** field of your email. Valid addresses contain tokens, or long character strings, both before and after the @ symbol, such as `w8t27apy1@j321imd9gbs.d8rx.d.chatter.yourInstance.salesforce.com`. Some email applications automatically use the **From** address from the original email, `reply@chatter.salesforce.com`, which is not a valid address for receiving replies. If you see this shortened address in the **To** field of your reply email, replace it with the valid reply-to address in the email header information. For example, in an application such as IBM® Lotus Notes®:
 1. Open the original email.
 2. Click **View > Show > Page Source**.
 3. In the **Reply-To** section, copy the email address that looks like:
`w8t27apy1@j321imd9gbs.d8rx.d.chatter.yourInstance.salesforce.com`.
 4. Paste the reply-to address in the **To** field of your reply email.

Approved Connections Settings

- [What are approved connections?](#)
- [What happens if I remove an approved connection?](#)


What are approved connections?

Approved connections is the list of external applications that can access your data in Chatter. You authorize this access the first time you run the external application. For example, if you use Chatter Desktop, you created a connection between the Chatter Desktop application and the login you use to access Chatter on the Web. The first time you authorized the connection in Chatter Desktop, it was saved as an approved connection.

To view your approved connections, click *Your Name* > **My Settings** at the top of any page, then click **Approved Connections**. You can view and remove your approved connections on this page but you can't add them directly.

What happens if I remove an approved connection?

Removing an approved connection means that you're revoking the external application's access to your data in Chatter. The next time you access the external application, you won't be able to connect using the previously authorized login.

 **Warning:** Only click **Remove** if you're sure you want to revoke the connection. There is no confirmation step and the approved connection is removed immediately.

To restore a connection that you've removed, simply create the connection again the next time you access the external application. After you authorize the connection, it's saved as a new approved connection.

Chatter Moderator

- [What can a moderator do?](#)
- [How can I tell if someone is a moderator?](#)
- [Can I deactivate people that are no longer working at my company?](#)
- [Can I reactivate someone that was accidentally deactivated?](#)
- [Can I make someone else a moderator or remove moderator privileges?](#)

What can a moderator do?

A moderator is a Chatter Free user with some additional privileges such as:

- Activate or deactivate other Chatter Free users
- Assign another Chatter Free user as moderator or take the privilege away
- Delete posts and comments that they can see
- Edit their own posts and comments

How can I tell if someone is a moderator?

You can find out if someone is a moderator by viewing their profile. Moderators have a special banner on the top of their profile picture.



Can I deactivate people that are no longer working at my company?

Yes. You can deactivate other users as needed.

1. Go to the person's profile by clicking their name in the People list or on a feed.
2. On the profile page, click **Manage User** and select **Deactivate User**.

The user won't be able to log in to Chatter anymore, but their profile, posts, and comments will still show up.

Can I reactivate someone that was accidentally deactivated?

Yes, but you must use global search to find the person because they won't appear in the People list.

1. Use global search to find the person.
2. Click the person's name to go to their profile page.
3. Click **Manage User** and select **Activate User**.

Can I make someone else a moderator or remove moderator privileges?


Yes, moderators can assign or revoke moderator privileges as needed.

1. Go to the person's profile by clicking their name in the People list or on a feed.
2. On the profile page, click **Manage User**.
 - If you want the person to be a moderator, select **Assign Moderator Privileges**.
 - If the person is a moderator and you want to revoke those privileges, select **Remove Moderator Privileges**.

Chatter Plus Allocations

Feature allocations for Chatter Plus (also known as Chatter Only).


Chatter Plus (also known as Chatter Only) is for unlicensed Performance, Unlimited, Enterprise, and Professional Edition users who need access to Chatter and some Salesforce objects.

 **Note:** Customers with existing Chatter Plus licenses can get more of them. For new licenses that are comparable, but better, consider the Lightning Platform Starter license.

Chatter Plus users can access standard Chatter people, profiles, groups, and files, plus they can

- View Salesforce accounts and contacts
- Use Salesforce CRM Content, Ideas, and Answers

- Access dashboards and reports
- Use and approve workflows
- Use the calendar to create and track activities
- View and modify up to ten custom objects
- Add records to groups

 **Note:** Expose the tabs for the standard Salesforce objects that the Chatter Only user profile can access. Otherwise, these tabs are hidden by default for Chatter Only users.

Professional Edition organizations must have Profiles enabled to perform these tasks. Contact your Salesforce representative for more information.

Chatter Plus Feature	Allocation
Chatter Plus licenses in your org	Unlimited
Data storage per Chatter Plus user	20 MB
File storage per Chatter Plus user (Professional Edition)	612 MB
File storage per Chatter Plus user (Enterprise, Performance, and Unlimited Editions)	2 GB

508 Compliance

Chatter has not been evaluated for 508 compliance. Salesforce intends to enhance Chatter with accessibility features in the future.

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