

A photograph of two men in a modern office environment. The man in the foreground is seated in a light-colored armchair, wearing a dark blazer, blue jeans, and glasses. He is holding a silver laptop with the Microsoft logo on the back. The man in the background is leaning over the seated man, wearing a grey cardigan over a checkered shirt and dark trousers. The background features a textured, light-colored wall.

# Usage Policy and Guidance

Yammer

Organizations may have existing policies in place for how employees should use technology to further business objectives and improve productivity. Determine what policies your organization has and could extend to Yammer usage. Next, develop new policies and procedures for Yammer as necessary.

## Involve stakeholders

When organizations begin to plan Yammer usage, determining the right parties to involve is critical for success. As with any open forum, clear guidance around appropriate use of Yammer will need to be managed by a team of stakeholders.

Role	Responsibilities
Human Resources	<p>Identify areas where employee handbook or code of conduct need reference or updating to include specific Yammer usage. Create process for dealing with misconduct.</p> <p><b>Best practice:</b> Create a few scenarios of potential areas of misconduct to cover the basics. For example, if an employee posts a credit card number or shares their social security number. What's the process for handling this? Answer questions like, will the post be deleted? Is the member contacted? How is the community notified afterwards?</p>
Legal	<p>Advise on compliance, privacy, and confidentiality of employees and content. Create additional policy as necessary.</p> <p><b>Best practice:</b> Reference other policies in place that govern employees use of technology and communication tools.</p>
Communications Team	<p>Identify areas where existing media or communications policy can extend to include Yammer.</p> <p><b>Best practice:</b> Revise social media policy to include internal use of social technology and notify employees of the update.</p>
IT/Security	<p>Identify areas where the employee usage of Yammer falls outside their usage governed by O365 if necessary. Determine the usage of confidential information.</p> <p><b>Best practice:</b> Review existing O365 Governance policies to determine specific needs for Yammer. For example, anyone can create groups in Yammer, whereas you might have restricted access or specific process to who can create sites or document libraries within SharePoint. Determine the structure and relevance based on tradeoffs of being open and connected across the company.</p>

## What should the usage policy consist of?

Members of your community will see the usage policy when they log into Yammer, often for the first time. Consider approaching the policy positively while keeping it brief.

- Encourage what to post
- Share rules of the engagement
- Be readable, not scrollable
- What to do if something seems wrong or is out of place (how to report something)

Other considerations to answer for your community:

- What about confidential information? Where can this be shared?
- What about external sharing (non-employees)?
- Any specifics to address about exempt/non-exempt workers?
- Where can the community members go to read more about privacy, expectations, more information?

## Add the usage policy to Yammer

After you create or update the usage policy, it appears as a link in users' home screens and can be displayed as a pop-up that users must accept before entering the network. Review the Admin guide for more details [here](#).

You can also set a usage policy reminder to be visible in the right sidebar within the web browser.

A Yammer Admin can make changes to the usage policy. To open or modify your usage policy, select **Network Admin > Usage Policy**, using HTML code to format if desired. All basic HTML tags including image tags, links, and basic formatting are allowed within the usage policy. (JavaScript is not allowed.)

The screenshot shows the 'Usage Policy' configuration page in Yammer. It includes a title field set to 'Contoso Acceptable Use Policy', a sidebar message field with the text 'Your use of Yammer is governed by the Contoso Acceptable Use Policy.', and a large text area for the policy content. The policy content includes requirements like 'Everything in Yammer stays in Yammer!', 'Do not post confidential information into the main feed.', and 'Be respectful to other members.' There are also checkboxes for requiring users to accept the policy and displaying a reminder in the sidebar. A 'Save' button is at the bottom.

**Usage Policy**

Set a custom Acceptable Use Policy for Yammer within your company.

☒ Require users to accept policy during sign up and after any changes are made to the policy.

☒ Display policy reminder in sidebar.

Custom Policy Title:

Contoso Acceptable Use Policy

Sidebar Message:

Your use of Yammer is governed by the Contoso Acceptable Use Policy. 32 characters remaining

Enter your policy in the textbox below:

our departments and geographic locations to share meaningful information.

Your activity in this network is governed by the following requirements:

- Everything in Yammer stays in Yammer!
- Do not post confidential information into the main feed.
- Be respectful to other members. It is acceptable to disagree, but please do so in a respectful manner.
- Add value with each post.
- You are responsible for the material you post to Yammer.
- It is important to substantiate ideas, but please keep messages brief and to the point.
- Post a Question or send a Private Message to [Network Admin] with any specific questions.

You may use HTML tags such as <h1>, <b>, and <i> to format your policy.

Set a custom browser policy URL within your company.

Save



Organizations also use the Pinned Company Resources to include additional Yammer FAQs, Getting Started Materials, and Etiquette guides to help new members feel welcomed.

The screenshot displays the Yammer user interface. At the top, there's a navigation bar with icons for Update, Poll, Praise, and Announcement. Below this is a search bar with the placeholder text "What are you working on?". The main feed is divided into sections: "DISCOVERY" (highlighted), "ALL", and "FOLLOWING". The "DISCOVERY" section shows a post from "Bing News" titled "Microsoft - Daily Update" with a sub-header "My interests". Below this, there are two article snippets: one about "Information Technology" from "Business Wire" and another about "Information Technology" from "DSnews". At the bottom of the feed, there's a "Write a reply" input field. The right sidebar contains several sections: "GETTING STARTED" with a progress bar at 40% and instructions to write a post, follow coworkers, and get the mobile app; "INVITE YOUR COWORKERS" with an "Invite them now" button; "NETWORK USAGE POLICY" with a link to the Contoso Acceptable Use Policy; "APP DIRECTORY" with a link to view new featured apps; "SUGGESTED PEOPLE" with profiles for Ben Walters and Christie Cline; "SUGGESTED GROUPS" with links to join groups like "New Hires Fall 2017 Cohort" and "Annual Customer Confere..."; and "COMPANY RESOURCES" with links to "Usage Policy", "Yammer- Overview", and "Etiquette Guide". The "COMPANY RESOURCES" section is highlighted with a red border.

## Review standards

Twice a year, review the policy and referenced materials for the network. As product and business needs evolve, you may need to adjust the frequency of this review.

- Usage policy
- Pinned Company Resources within the All Company group

## Sample usage policies

### Sample #1

Welcome to Yammer! Our goal is to provide a collaborative environment to connect with colleagues and bridge our departments and geographic locations to share meaningful information.

Your activity in this network is governed by the following requirements:

- Everything in Yammer stays in Yammer!
- Do not post confidential information into the main feed.
- Be respectful to other members. It is acceptable to disagree, but please do so in a respectful manner.
- Add value with each post.
- You are responsible for the material you post to Yammer.
- It is important to substantiate ideas, but please keep messages brief and to the point.

Post a question or send a private message to [**Network Admin**] with any specific questions.

### Sample #2

Yammer is [**Company Name**] internal enterprise network. It allows employees to share information as the company grows and for all those working remotely. For Yammer to stay relevant its use must be appropriate.

#### Guidelines:

- The information is private and for employees only—even if something is posted on Yammer it is for internal use only.
- Yammer uses your real name and photograph—to connect a name with a face.
- Always post into a group so that everyone using Yammer get the messages they're supposed to.
- If you agree with a post, rather than post a new comment—just LIKE it.

#### Use Yammer when:

- You are traveling and just want to give people a heads up.
- You have a cool story to share i.e. customer experience.
- To inform everyone what you're working on.
- To ask a group question that probably anyone can answer.
- Share some competitive information.
- To take pictures of our events around the world.

## Don't use Yammer for:

- One-on-one conversation.
- Times when you need some urgent action with an issue—maybe just pick up the phone.
- Full scale disagreements; say 'moving to email' or 'face to face'.
- Stream of consciousness, e.g., 'here's what I had for lunch' unless you have some to share.

## Microsoft usage policy

Hello Microsoft!

Please keep the following guidelines in mind when using Yammer.

**Get connected.** Use Yammer groups to accelerate your work. Connect and collaborate with your co-workers, your business, and across Microsoft.

**Be polite.** Remember you are having a conversation with your coworkers, and potentially customers or partners. Report inappropriate behavior to your HR rep, just as you would an email.

**Be aware.** Your Office 365 activity may be tracked for business purposes and to improve your experience. Read more at [\[Link\]](#).

**Be smart.** Use private groups to share confidential information only with members who need to know that information for Microsoft business purposes. Sensitive information is not approved for external groups without an exception from security.

**Be informed.** All groups should have two admins at all times. Group admins will be invited to the Yammer 101 group where you will receive updates on new features and policies.

For more information including frequently asked questions, please see the [\[Office 365 Usage Policy\]](#).