

# Tenable Community: Participation Guidelines

## TENABLE COMMUNITY: PARTICIPATION GUIDELINES

The Tenable Community provides a trusted environment for our customers, partners and prospects to get answers, share ideas, collaborate and learn best practices. This is a community designed to help make our customers more successful using Tenable. The minute one of our customers enters the community, they are gaining a large network of their peers to collaborate with!

This document is intended to serve as a definition of our participation guidelines in the Tenable Community and to encourage appropriate behavior so the Tenable Community remains a trusted environment. We want to encourage full participation from customers and employees, so this document can act as a guide to what's in bounds, out of bounds and who to escalate things to, if a situation requires it.

## YOUR PARTICIPATION IN THE COMMUNITY

**Be honest and transparent.** As a member of the community, we ask that you not participate or represent anonymously or with a pseudonym. This is an enterprise business community where we encourage our members to represent themselves authentically to get the most out of the collaborative nature of the community. What you can expect when you participate in the community is to have open, honest and supportive discussions with a wide variety of Tenable customers, partners and employees. We rely on our community members to notify us of behaviors that are inconsistent with these community participation guidelines.

**Always respect your audience.** Do not use ethnic slurs, personal insults or obscenities. Do not engage in personal attacks or disparage any other participant in this community.

**Do not share confidential information.** While we intend this community to be open and transparent, it is not an appropriate forum for sharing confidential information of any kind.

**Get involved, but don't spam.** We encourage active participation from all segments of our population including partners but discourage blatant promotion of products or services. Other community members may monitor the community in order to help keep it a trusted and useful environment, free of self-promotion and spam.

**Think before you post.** Before you post anything, please think about how it will be perceived. With the real-time web there is no undo button. Also, please recognize that you are legally responsible for any content you post and that you may be subject to liability if your posts are found defamatory, harassing or in violation of any applicable law, or our [Tenable Community Terms of Use](#).

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## TIPS FOR ENGAGING IN THE COMMUNITY

**Create your profile.** In order to get the most out of the community and build your network, take five minutes to complete your community profile. Start by uploading your picture and add something to About Me.

**Build your network.** The community is filled with dynamic and knowledgeable people that you need to know. Start by looking at the Answers Topics that might interest you and the Collaborate Groups that you find interesting. From there you can join conversations and meet/follow even more members.

**Post information.** The Collaborate section is a great way to connect with the greater community. Have a great workaround or quick tip that has worked? Share it. Want to get feedback from your trusted network on a topic? Create a poll. Have a great resource that will benefit other members? Post a link.

**Like and share valuable content.** The best way for us to figure out what you want more of in the community is by telling us, and it's easier than ever to do that. Clicking "Like" will show your support of a post and clicking "Share" will allow you to post that content to your profile or to a group.

**Join and/or create groups.** A truly collaborative community is where customers, partners, and employees drive the content and determine what is most valuable. Groups are a perfect way to do just that.

Collaborate groups enable you to search for and find information you are looking for and engage in conversations that are meaningful to our customers. You can also create your own groups.

**Use search.** One of the most common ways our members find great info on our community is through search. The search bar is located at the top of the page no matter where you navigate in the community. It searches across several different areas of the community including, people, groups, answers, blog posts, videos, downloads, plugins and documents. You can filter your search to narrow results or remove all filters to search everything.

**Ask and answer questions.** Post your burning Tenable questions to our Answers forum where there are customer, partner and Tenable experts on hand to help you. Whether you have a feature/functionality or how-to question, the Answer forum is your place. Make sure to mark your questions as "Best Answer" if you got the response you were looking for. Try your hand at answering a few questions as well if you gained a great nugget of wisdom and you want to share it with your fellow community members. We hear it can be addicting.

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## TENABLE COMMUNITY REWARDS PROGRAM

### **Points**

As you participate and engage in the community you acquire points. Points can be earned by the following types of activities:

#### *Regular Community Engagement*

- Write a post
- Write a comment
- Receive a comment
- Like something
- Receive a like
- Share a post
- Someone shares your post
- Mention someone
- Receive a mention

#### *Special Activities*

- Following Topics of interest
- Joining Groups
- Completing the Getting Started Guide (Onboarding Experience)
- Giving of Badges (Thank you badegs)

#### *Q&A Forums*

- Ask a question
- Answer a question
- Receive an answer
- Mark an answer as best
- Your answer is marked as best

#### *Knowledge*

- Endorsing someone for knowledge on a topic
- Being endorsed for knowledge on a topic

### **Rewards**

The Tenable Community team has created a Rewards Program to thank you for your engagement and participation in the community. As you accumulate points, as mentioned above, you will be able to redeem your points, at certain point thresholds, for Tenable swag and in the future for experiences, i.e. Access to the Customer Advisory Board, Flights and Lodging at Tenable's Edge (User) conference (these are examples).

We look forward to your valid contributions so as to receive these rewards so please follow these guidelines for what is considered normal activity congruent with this program:

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## Examples of Normal Activity

- Posting a Question to our Q&A Forums
- Replying to Questions
- Posting in our Collaborate Groups
- Liking a post that has provided helpful information
- Marking a Q&A forums Question as Best Answered

## Examples of Abnormal Activity in order to accumulate points

- Liking multiple posts/comments in a short span of time
- Joining, Leaving and Rejoining Groups multiple times
- Following, Unfollowing and Following Topics multiple times
- Giving Thank You Badges to multiple members

Please refer to our [Terms of Use](#) for our policy regarding the above

Here some terms that will help you get the most out of the community:

## COLLABORATION TERMINOLOGY

### **@mention**

When you post an update, you can mention a person's name to help make them aware of your update. Mentioning a person is a way to keep them informed when you're discussing something relevant. Enter @ followed by the first few letters of the person's name. You'll see names start to appear; choose the person you want, finish your message and post it.

### **Bookmark**

When you come across an important post that you want to stay up to date on or want to easily find again, you can bookmark it. Select the drop-down arrow next to any post and you will see the option to bookmark. You can find all your bookmarks by selecting the "My Bookmarks" tab on your profile by selecting your name and my profile.

### **Follow**

Click the green plus sign next to a member's name to start following them. The community uses dynamic logic to recommend relevant people in the community to follow and important groups you may want to join. You can also follow **knowledgeable people** by adding a **topic** to the **knows about** section on a user's profile.

### **Collaborate Groups**

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Groups let you collaborate with a specific group of people. There are two types of Collaborate groups:

1. **Public.** Anyone can see the group's posts, comments, and files, but only members can post, comment, and add files. Anyone can join a public group.
2. **Private.** Only members can see and add posts, comments, and files. People must ask to join or be added by the group's owner or managers.

Within groups, group owners and managers can post group announcements to highlight important messages.

## **Like**

By clicking the like link on a post, you're automatically connected to that conversation and receive notifications when another member adds a new comment. Using like can help you easily keep track of the posts in your feed that are most important to you.

## **Private Messages**

Private messages let you have secure, private conversations with other community members. Use messages to send a question privately, or to communicate with a few select people when a discussion isn't relevant to more than a few people. Messages are also used to notify people when a file has been shared with them. Messages don't appear in your feed, your profile, global search results, or any other part of the Tenable Community that's publicly visible. Send a private message to another member by going to their profile and clicking on send a message.