

 ATLASSIAN

Community

COMPANY USER GROUP

Create your own Confluence space

Your Confluence site is organized into spaces. Spaces are collections of related pages that you and other people in your team or organization work on together. Most organizations use a mix of team spaces, software project spaces, documentation spaces, and knowledge base spaces.



This document provides guidance on organizing Confluence spaces for an Atlassian Company User Group (CUG).



Pro Tip

To create your organization's CUG space on Confluence, use the [Team Space template](#) to facilitate knowledge sharing among members and provide a platform for discussion of common challenges, exchange of ideas, and sharing of best practices.

Create your space

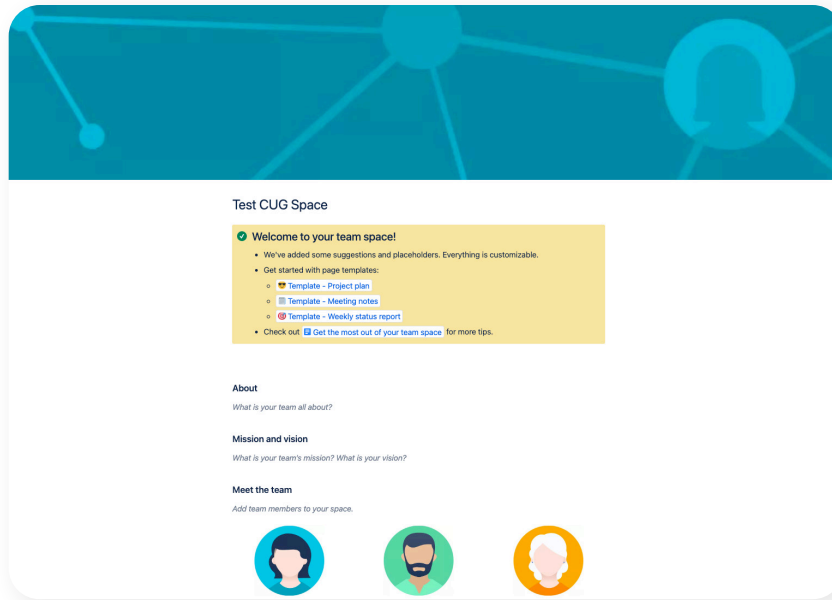
There are a variety of templates to use but for best practice, utilize the Team Space and follow these steps to get started.

1. Go to your Confluence site.
2. From the home screen, select **Create Space**.
3. Select **Team** from the list of spaces.
4. Fill in the **Space name**, **Space key**, and other details.
5. Set [permissions](#) for your space.
6. Select **Create**.

Once you're done, you'll land in the space Overview. This is where you can let people in your organization know what your space is for and who uses it. In the next step, you'll learn how to customize the overview for your new space.

Customize your space overview

Each space comes with an **Overview** that you can use to tell team members and other stakeholders all about the purpose of your space and what they will find in it. If you created your space from a space template, your overview will come with built-in features to help you make the most of your space. Even so, you may find adding your own touch lets you turn your overview into the perfect hub for everything your team needs.



To customize your overview, select the pencil icon and edit the overview just like you would any other page.

Try these tricks to make your overview pop:

- Upload a banner or logo to help people identify your space at a glance
- Include your CUG Description “[Company Name] Atlassian Company User Group (CUG) provides a dedicated space for team members to network, seek assistance, and share experiences related to using Atlassian products.”
- Add links to key pages
- Add a table of contents or team calendar

Helpful CUG assets and resources

Asset/resources category	Links
CUG meeting assets (All-in-one Kit)	<ul style="list-style-type: none"> • Meeting Best Practices • Meeting Plan Template • Meeting Messaging Templates • Meeting Presentation Template • Pre-Meeting Survey Template • Post-Meeting Survey Template

Asset/resources category	Links
Atlassian University	<ul style="list-style-type: none"> • Learning Paths • Get Certified • Grow your career
Admin user guides	<ul style="list-style-type: none"> • Guide to adoption and change management • Setting users up for success
Atlassian Team Playbooks	<ul style="list-style-type: none"> • All Plays

Organize your content

Now that you've created your first space, it's time to get organized. The goal is to make your space easy to navigate so team members and other stakeholders can find the content they're looking for quickly.

To learn more about navigation, see [Guide 4: Navigate Confluence](#).

Use parent pages to group similar content

In Confluence, you can nest pages underneath other pages, creating a hierarchy of content in each space. This hierarchy is reflected in the page tree, which appears in the space sidebar to the left of the active page.

To use the page tree to your advantage, create a page for each task or project your team is involved with and nest related child pages underneath it.

Create shortcuts for important pages

Confluence lets you create unique **space shortcuts** – links that are pinned to the space sidebar, above the page tree – for every space in your site. Use these to highlight important content so it's easy to find.

To create your first space shortcut, navigate to your space and select **+ Add shortcut** in the sidebar. For more information on space shortcuts, including how to edit or remove existing space shortcuts, see [Customize your space](#).

Label pages and attachments

Labels make it a breeze to identify related pages and attachments, so team members and other stakeholders can find what they're looking for.

1. Open the page in Confluence.
2. Select the label icon () in the bottom right.*
3. Enter the name of the label you'd like to apply. If a label with that name already exists, it will appear in the autosuggest menu.
4. Select **Add** to apply the label.
5. Select **Close** to exit the dialog.

*If you're editing the page instead of viewing it, select the more actions menu (...) in the top right, then select **Add labels**.

Give labels transparent and meaningful names. For example, the label you use for meeting notes might be called meeting-notes or meetings. If you add that label to every page you use to capture meeting notes, then you can browse all your meeting notes – within a single space or across your entire Confluence site – just by selecting the label. You can also display all pages with the same label on a page or search content by label to find relevant pages and attachments more easily. For more information about labels, see [Use labels to organize your content](#).



Pro tip: If you apply a label to a page template, that label will automatically be applied to any page you create with that template.

Keep content organized

Set aside time to review the content in your space, [delete](#) or [archive](#) obsolete content, and [move pages](#) around to maintain the structure you want. If you're a site admin, set up rituals around maintaining your space with people on your team and encourage space admins to carve out time to review and update their spaces with the people who use them.

1. Recruit leaders to help you keep tabs on your spaces.
2. Audit the content in the space and review [analytics](#).
3. Identify obsolete or out-of-date pages and create an action plan.
4. Review and adjust your information architecture to meet current needs.

For more information, see [this blog post](#).

Manage users and permissions

As a Confluence admin or site admin with a paid subscription to Confluence, you can manage users, groups, and [permissions](#) manually, or you can turn on public signup and let users create their own accounts. For information about permissions in the free plan, see [our documentation](#).

Manage global permissions



Pro tip: To manage global permissions, you must have the Confluence administrator permission..

Global permissions apply to your entire site and let you control:

- Who can create a space or personal space
- Who can access user profiles
- Whether unlicensed users can access your site
- Whether apps can access your site

Licensed users

To edit global permissions for licensed users:

1. Click the gear icon in the top nav bar to go to your site's settings.
2. In the settings sidebar, go to **Global Permissions** (under **Security**).
3. Make sure you're in the **User groups** tab (or the **Guest access** tab, if you want to manage access for **guests**), then click **Edit**.
4. Check the box to grant permission, or uncheck the box to revoke it.
5. Click **Save** when you're done.

Changes to global permissions aren't active until you click **Save**. You can search and filter user groups while in edit mode.

Unlicensed users

There are two ways to manage users on Confluence who don't have Confluence licenses:

Jira Service Management unlicensed access

- Under the tab **JSM access**, you can choose to allow licensed Jira Service Management (JSM) agents to view content on your Confluence site, even if the agents don't have a Confluence license. [Learn more](#)

Anonymous access

- Under the **Anonymous access** tab, you can choose to allow space admins to make their spaces accessible by all unlicensed users (aka, "anonymous users" or "anyone on the internet"). [Learn more](#)

Manage space permissions

Pro tip: To edit space permissions, you must be a space administrator. If you are a Confluence administrator, you can recover space administrator permissions for any space on your site. For more information, see [What are space permissions?](#)

[Space permissions](#) let you control:

- Who can see the content in a space
- Who can comment on that content
- Who can create, edit, or upload content

Confluence is open by default. That means that unless you make space permissions more restrictive, everyone with access to your Confluence site can access content in any given space. Space administrators can set permissions when they create a new space and adjust them later. Anyone who can edit a page can edit its restrictions.

To get to space permissions:

1. Go to the space.
2. Select **Space settings** in the Confluence sidebar.
3. Select the **Permissions** tab in space settings.

*The Permissions tab will only appear if you're a space admin in that space.

You can manage space permissions for individuals or for entire groups. If your site is public, you can also grant anonymous access to an individual space. For more information, see [Set up public access](#).

To learn more about all you can do with space permissions, see [Assign space permissions](#).

Invite team members to your site

Once you've set up your site and configured overall permissions, it's time to invite team members to start using your CUG Confluence Space.

1. Select the settings wheel on the top right (next to your avatar).
2. Select **User management** on the sidebar.
3. Select **Invite users** from the top right.
4. Enter the email address of each team member you'd like to invite. You can invite up to 10 email addresses at a time.
5. Select a role for invited team members. This determines the level of access they have to your site as a whole.
6. Personalize your invitation, then select **Invite user**.

*This only applies to team members with the **Basic** role.

Member engagement

To effectively engage members in your new Company User Group follow these guidelines:

- 1. Set clear expectations:** Clearly communicate the purpose and goals of the channel to all members. Let them know what kind of discussions, topics, and activities are encouraged.
- 2. Start with introductions:** Encourage members to introduce themselves when they join the channel. This helps create a sense of community and allows members to connect with each other.
- 3. Foster a positive and inclusive environment:** Ensure that the channel is a safe and respectful space for everyone. Encourage members to be supportive, kind, and inclusive in their interactions.
- 4. Share relevant and valuable content:** Regularly share interesting articles, blog posts, videos, or resources related to the channel's topic. This keeps the conversation flowing and provides members with valuable information.
- 5. Ask questions:** Pose questions to initiate discussions and encourage members to share their thoughts and experiences. This helps create engagement and encourages active participation.
- 6. Organize regular events or activities:** Plan and organize CUG meetings such as webinars, Q&A sessions, or virtual meetups to bring members together and facilitate knowledge sharing and networking.
- 7. Recognize and celebrate achievements:** Acknowledge and celebrate members' achievements, milestones, or contributions. This can be done through shoutouts or public appreciation.
- 8. Utilize Slack features:** Make use of Slack's features like polls, reactions, and threads to encourage interaction and gather feedback. These features make it easier for members to engage and share their opinions.
- 9. Encourage collaboration:** Create channels or threads for specific projects or topics where members can collaborate and work together. This promotes teamwork and active participation.
- 10. Set guidelines for communication:** Establish guidelines for communication to ensure that discussions are respectful, on-topic, and constructive. Encourage members to use appropriate language and avoid spamming or excessive self-promotion.
- 11. Stay active and responsive:** As a channel admin or moderator, be active in the channel and respond to messages and questions in a timely manner. This shows members that their contributions are valued and encourages further engagement.

- 12. Seek feedback:** Regularly seek feedback from members on how to improve the channel and make it more engaging. Actively listen to their suggestions and implement changes based on their input.



Pro tip: Make use of the [CUG Leader Messaging Templates](#) asset to assist you in crafting your initial post and member CTAs.

By following these guidelines, you can create an engaging and vibrant CUG Confluence Space where members feel connected, motivated, and actively participate in discussions and activities