aws

re:Post Private Administration Guide

AWS re:Post Private

AWS re:Post Private: re:Post Private Administration Guide

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What is AWS re:Post Private?

AWS re:Post Private is a private version of AWS re:Post for enterprises with Enterprise Support or Enterprise On-Ramp Support plans. It provides access to knowledge and experts to accelerate cloud adoption and increase developer productivity. With your organization-specific private re:Post, you can build an organization-specific developer community that drives efficiencies at scale and provides access to valuable knowledge resources. Additionally, re:Post Private centralizes trusted AWS technical content and offers private discussion forums to improve how your teams collaborate internally and with AWS to remove technical obstacles, accelerate innovation, and scale more efficiently in the cloud.

For more information, see AWS re:Post Private.

Access re:Post Private

re:Post Private application administrators use their private re:Post application administration page to customize user interface and launch it for your organization. Administrators for the private re:Post application can customize branding, add tags to classify content, and select topics of interest for their developers to automatically populate training and technical content. They can also invite users to join their private re:Post for increased collaboration. For more information, see Manage your private re:Post.

re:Post Private pricing

For information on the pricing tiers for re:Post Private, see Pricing.

How to get started with re:Post Private

Only your AWS re:Post Private console administrator can invite you to join a private re:Post as an application administrator. Your re:Post Private console administrator creates the private re:Post and then invites you and other users to join the private re:Post. Your console administrator sends you an email message with the information that you need to launch the private re:Post.

Configure your private re:Post

When you use your IAM Identity Center credentials to sign in to your private re:Post application for the first time, choose **Start setting up** on the **Welcome to your private re:Post** page. This section explains how you can configure your new private re:Post.

Topics

- [Customize appearance for your private re:Post](#)
- [Add custom tags and blocked terminology for your private re:Post](#)
- [Choose your topics of interest for selections](#)

Customize appearance for your private re:Post

Follow these steps to customize appearance for your private re:Post:

1. On the **Customize appearance** page, for **Title**, enter a title for your private re:Post. This is the title that shows at the top of your private re:Post home page.

2. For **Description**, enter a welcome message to greet your re:Post Private users. When a user signs in to your private re:Post, this message is displayed on the re:Post Private home page.

3. Under **Logo**, choose **Change logo**, and then upload an image. The maximum size for this image is 2 MiB. The supported file types are .jpg, .peg, and .png. This logo appears on the top-left of your private re:Post and has a resolution of 150 X 50.

4. Under **Color scheme**, for **Primary color** and **Button color**, choose the colors. The primary color that you choose is used as the header color for your private re:Post. The button color that you choose is used as the color for the buttons within your private re:Post.

5. Choose **Save and continue**.

Add custom tags and blocked terminology for your private re:Post

As an administrator for your private re:Post, you can add custom tags and blocked terminology for your private re:Post.

To add custom tags that apply to your private re:Post, follow these steps:

1. On the **Add custom tags and blocked terminology** page, choose **Tags**, and then choose **Create tag**.

2. In the **Create tag?** dialog box, enter the tag. Then, choose **Create**.

> ⓘ **Note**
>
> - You can't start the tags with AWS or Amazon.
>
> - You can't enter duplicate tags.

The tags that you added are displayed in the list under the **Tags** section. The users of your private re:Post can add these custom tags in questions, articles, and selections that they post in the private re:Post.

To add blocked terminology to your private re:Post, follow these steps:

1. Choose **Blocked terminology**. Then, choose **Add blocked terminology**.

2. In the **Add blocked terminology?** dialog box, enter the text that you want to block your private re:Post users from using. Then, choose **Add**.

   The terms that you added are displayed in the list under the **Blocked terminology** section. When users try to use the blocked term in their private re:Post content, they get a warning message that asks them to edit the content and remove the term.

3. Choose **Continue**.

Choose your topics of interest for selections

A selection is a learning path or a curated set of content assets that are relevant to a use case, technology domain, industry, or specific problem area. It's a collection of knowledge assets specific to your organization's cloud use case within AWS services and contains high-quality content from AWS sources, such as AWS re:Post, Knowledge Center, AWS Blogs, and AWS Documentation.

To choose your topics of interest for selections, follow these steps:

1. On the **Select topics of interest** page, select your topics of interest for selections that you want to display on the home page of your private re:Post.

You can also use the dropdown list to select topics of your interest.

2. Choose **Launch your private re:Post**.

All selections with the selected topics are added to the home page for your private re:Post.

> ⚠️ **Important**
>
> Your private re:Post is launched and ready for use after the console administrator onboards users to it. For more information, see [Invite users and groups to your private re:Post](). The users of your private re:Post use the information in the onboarding email to sign in to your private re:Post after it's launched.

Complete your private re:Post profile

After you configure and launch your private re:Post, you must complete your profile.

Follow these steps to complete your profile:

1. Choose **Complete your profile** on the home page banner.

2. For **Screen name**, enter a display name. This name is displayed on all your posts.

3. For **Email for notifications**, enter your email address.

4. (Optional) For **First name** and **Last name**, enter your first name and last name.

5. For **Interface and notifications language**, select a language.

6. For **Content language**, select additional language options for your content on re:Post Private.

7. Choose **Complete profile**.

After you complete your profile, you receive a verification email. In the email, choose **Verify E-mail**.

In your private re:Post, choose **Continue to service** to start working with your private re:Post.

> ⓘ **Note**
>
> To update your profile, choose your user profile, choose **Settings**, update as needed, and then choose **Update your profile**.

Manage your private re:Post in AWS re:Post Private

This section explains how you can administer your private re:Post.

Topics

- [Update branding for your private re:Post](#)
- [Update user permissions in your private re:Post](#)
- [Deactivate a user account in your private re:Post](#)
- [Activate a user account in your private re:Post](#)
- [Add custom tags in your private re:Post](#)
- [Add blocked terminologies in your private re:Post](#)
- [Delete custom tags from your private re:Post](#)
- [Delete blocked terminology from your private re:Post](#)
- [Choose your topics of interest for selections in your private re:Post](#)

Update branding for your private re:Post

To update the existing branding for your private re:Post, follow these steps:

1. In your private re:Post application, choose your profile, and then choose **Administration**.

2. Choose the **Branding** tab.

3. For **Title**, enter a title. This updates the title that shows at the top of your private re:Post. home page.

4. For **Description**, enter a message to greet your re:Post Private users. When a user signs in to your private re:Post, this message is displayed on the home page.

5. Under **Logo**, choose **Change logo**, and then upload an image. The maximum size for the image is 2 MiB. The supported file types are `.jpg`, `.peg`, and `.png`. This logo appears on the top-left of your private re:Post and has a resolution of 150 X 50.

6. Under **Color scheme**, for **Primary color** and **Button color**, choose the colors. The primary color that you choose is used as the header color for your private re:Post. The button color that you choose is used as the color for the buttons within your private re:Post.

7. Choose **Update preferences**.

Update user permissions in your private re:Post

> **ⓘ Note**
>
> You can assign permissions only to users who already signed in to your private re:Post.

As a private re:Post administrator, you can assign your private re:Post users one of the following permissions:

- **Expert:** A user who has permissions to review and validate answers that the community provided
- **Moderator:** A user who can respond to requests in the moderation queue
- **Support requester:** A user who can create tickets to AWS Support from the questions that they posted

Follow these steps to assign permissions to your private re:Post users:

1. In your re:Post Private web application, choose your profile, and then choose **Administration**.
2. Choose **Permissions**.

   You can view the list of users in your private re:Post.
3. Select the user that you want to update the permissions for.

   You can also use the search bar to search for a user.
4. Choose **Manage permissions**, and then choose the permission that you want to assign to the user.

The assigned permission is displayed for the user under the **Set user permissions** section.

Deactivate a user account in your private re:Post

> **ⓘ Note**
>
> You can deactivate only the users who already signed in to your private re:Post.

Follow these steps to deactivate a user account in your private re:Post:

1. In your re:Post Private web application, choose your profile, and then choose **Administration**.

2. Choose **Permissions** to view the list of users in your private re:Post.

3. Select the user that you want to deactivate.

   You can use the search bar to search for a user.

4. Choose **Manage permissions**, and then choose **Deactivate account**.

You can still view the deactivated user under the **Set user permissions** section. This user is marked as **DEACTIVATED**.

After you deactivate a user, the user can no longer sign in to your private re:Post. The user isn't included in the subsequent months' billing. After the user is signed out, their private re:Post session might continue for up to 8 hours. If you need to immediately remove the user from your private re:Post, you must use the IAM Identity Center. For more information, see [Remove users or groups from your private re:Post](#)

Activate a user account in your private re:Post

> ⓘ **Note**
>
>   You can activate only a user that you already deactivated in your private re:Post.

Follow these steps to activate a deactivated user account in your private re:Post:

1. In your re:Post Private web application, choose your profile, and then choose **Administration**.

2. Choose **Permissions** to view the list of users in your private re:Post.

   The users that you deactivated are marked as **DEACTIVATED**.

3. Select the user that you want to activate.

   You can use the search bar to search for a user.

4. Choose **Manage permissions**, and then choose **Activate account**.

The selected user is immediately activated. You can choose to notify the user that their account is activated in your private re:Post. The user can sign in to your private re:Post and access all resources. The user is included in the current and subsequent months' billing.

Add custom tags in your private re:Post

As a private re:Post administrator, you can add custom tags that the users in your private re:Post can use.

A tag is a label that you and your users can assign to content that's posted in your private re:Post. After you tag your content, you can find it easily using the **Tags** menu. You can use a tag to filter your search results. You can also follow a specific tag to stay informed on the latest updates about related content.

Follow these steps to add tags to your private re:Post:

1. In your re:Post Private web application, choose your profile, and then choose **Administration**.
2. Choose **Content classification**.
3. Choose **Tags**, and then choose **Create tag**.
4. In the **Create tag?** dialog box, enter the tag. Then, choose **Create**.

> ⓘ **Note**
> - You can't start the tags with `AWS` or `Amazon`.
> - You can't enter duplicate tags.

The tags that you added are displayed in the list under the **Tags** section. The users of your private re:Post can add these custom tags in questions, articles, and selections that they post in the private re:Post.

Add blocked terminologies in your private re:Post

As a private re:Post administrator, you can block terms that you want to restrict your users from using in their content.

Follow these steps to add blocked terminology to your private re:Post:

1. In your re:Post Private web application, choose your profile, and then choose **Administration**.
2. Choose **Content classification**.
3. Choose **Blocked terminology**. Then, choose **Add blocked terminology**.

4. In the **Add blocked terminology?** dialog box, enter the text that you want to block your private re:Post users from using. Then, choose **Add**.

The term that you added is displayed in the list under the **Blocked terminology** section. When users try to use the blocked term in their private re:Post content, they get a warning message that asks them to edit the content and remove the term.

Delete custom tags from your private re:Post

As a AWS re:Post Private administrator, you can delete existing custom tags from your private re:Post.

Follow these steps to delete existing tags from your private re:Post:

1. In your re:Post Private web application, choose your profile, and then choose **Administration**.
2. Choose **Content classification**.
3. Choose **Tags**.
4. From the list, select the tags that you want to delete from the private re:Post.
5. Choose **Delete tag**.

The tags that you deleted are no longer displayed under the **Tags** section.

Delete blocked terminology from your private re:Post

As a AWS re:Post Private administrator, you can delete blocked terminologies from your private re:Post.

Follow these steps to delete blocked terms from your private re:Post:

1. In your re:Post Private web application, choose the user profile, and then choose **Administration**.
2. Choose **Content classification**.
3. Choose **Blocked terminology**.
4. From the list, select the terms that you want to delete from the private re:Post.
5. Choose **Remove blocked terminology**.

The blocked terms that you removed are no longer displayed in the list under the **Blocked terminology** section.

Choose your topics of interest for selections in your private re:Post

To choose your topics of interest for selections, follow these steps:

1. In your private re:Post application, choose the user profile, and then choose **Administration**.
2. Choose **Topics of interest**.
3. From the list, select your topics of interest for selections that you want to display on the home page.

   You can also use the dropdown list to select topics of your interest.
4. Choose **Update**.

All selections with the selected topics are added to the home page for your private re:Post.

User roles in AWS re:Post Private

AWS re:Post Private defines the following user roles:

- re:Post Private console administrator: A user who has administrative permissions in re:Post Private to create and delete private re:Posts. Console administrators can also add and remove re:Post Private administrators and users, or promote a user to a re:Post Private administrator. For more information, see Promote a user in your private re:Post to administrator.

- re:Post Private application administrator: A user who has administrative permissions for a specific private re:Post within re:Post Private. re:Post Private administrators can customize private re:Post settings and user permissions within their private re:Post. re:Post Private administrators can also add or delete custom tags within their private re:Post.

- User: A user who can view all the content and collaborate with others in a private re:Post. Based on the user permissions set by the re:Post Private administrator, some users have permissions to publish articles, create selections, and create cases to AWS Support. For more information, see Update user permissions in your private re:Post.

Document history for the re:Post Private Administration Guide

The following table describes the documentation releases for AWS re:Post Private:

Change	Description	Date
Update	Added a section on how to deactivate and activate users in a private re:Post	May 7, 2024
Initial release	Initial release of the re:Post Private Administration Guide	November 26, 2023