Confluence

Summary
Confluence is a team collaboration service that gives you a space to create and share files, checklists, meeting notes, and upload/share documents. The SOM IT Service catalog was built on the confluence platform!

Features
- Ability to create and share a variety files
- Built in templates for meeting notes, decisions, and product requirements
- You can comment on files
- Notify your team members about file changes

Who can use it?
SOM faculty and staff may use all features. Students are able to view select content.

How much does it cost?
This service is available at no charge to the Yale School of Management community.

How do I get it?
You can request access to confluence via the Service Desk any time from any device at somit@yale.edu. Once your account is created, you sign in to https://confluence.som.yale.edu/ with your NetID and password and navigate to your space to invite other team members.

Related Policy and Procedures
- All users of Yale University computing and networking facilities are expected to read and abide by the Information Technology Appropriate Use Policy. For additional information, please familiarize yourself with the Policies and Procedures related to HIPAA Security.

Related Knowledge Articles
- Confluence Insufficient License Error
- Confluence Support
- Creating knowledge articles in the Service Catalog
- Edit Attachments on a Confluence Page in Desktop Apps
- Finding the Page ID of a Confluence Page
- Formatting eMail links in Confluence
- How to Archive documents in the Service Catalog
- How to create multiple blogs on a single Confluence Site
- RACI Template
- Restricting Permissions on a Confluence page
- Reviewing Knowledge Articles Ratings