



re:Post Private Administration Guide

AWS re:Post Private



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

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End of support notice: On June 30, 2027, AWS will end support for AWS re:Post Private. After June 30, 2027, you will no longer be able to access the re:Post Private console or re:Post Private resources. For more information, see [AWS re:Post Private end of support](#).

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, custom topics, 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, custom topics, and blocked terminology for your private re:Post

As an administrator for your private re:Post, you can add custom tags, custom topics, 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, topics 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 custom topics to your private re:Post, follow these steps:

1. On the **Add custom tags, topics and blocked terminology** page, choose **Topics**, and then choose **Create topic**.
2. In the **Create new topic** dialog box, do the following:

For **Name**, enter a name for the custom topic.

 **Note**

- You can't start the topics with AWS or Amazon.
- You can't enter duplicate topics.

For **Brief description**, enter a description for your topic.

For **Full description**, enter a detailed description for your topic.

For **Included tags**, select all tags that you want to include in this topic. You can only choose custom tags to include in a custom topic.

Choose **Create**.

The topics that you added are displayed in the list under the **Topics** section. If a user posts a question, article, or selection with the tag that you included in the custom topic, then your private re:Post adds the topic to this content.

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.

Note

Make sure that you use one of your corporate email addresses that's allowlisted by your organization.

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](#)
- [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 custom topics in your private re:Post](#)
- [Add blocked terminologies in your private re:Post](#)
- [Update custom tags in your private re:Post](#)
- [Update custom topics in your private re:Post](#)
- [Delete custom tags from your private re:Post](#)
- [Delete custom topics 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](#)
- [Configure artificial intelligence integration for 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.

- 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.
- Choose **Update preferences**.

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:

- In your re:Post Private web application, choose your profile, and then choose **Administration**.
- Choose **Permissions** to view the list of users in your private re:Post.
- Select the user that you want to deactivate.

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

- 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 an 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 custom topics in your private re:Post

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

A topic is a curated domain that you and your users can assign to content that's posted in your private re:Post. Topics provide you access to content that's aggregated from a set of related tags.

Follow these steps to add topics 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 **Topics**, and then choose **Create topic**.
4. In the **Create new topic** dialog box, do the following:

For **Name**, enter a name for the custom topic.

Note

- You can't start the topics with AWS or Amazon.
- You can't enter duplicate topics.

For **Brief description**, enter a description for your topic.

For **Full description**, enter a detailed description for your topic.

For **Included tags**, select all tags that you want to include in this topic. You can only choose custom tags to include in a custom topic.

Choose **Create**.

The topics that you added are displayed in the list under the **Topics** section. If a user posts a question, article, or selection with the tag that you included in the custom topic, then your private re:Post adds the topic to this content.

Also, a new community group is created for the custom topic that you added. You can see this new community group under the **Community groups** tab.

Add blocked terminologies in your private re:Post

As an 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.

Update custom tags in your private re:Post

As an AWS re:Post Private administrator, you can update the custom tags in your private re:Post.

Follow these steps to update the tags in your private re:Post:

1. In your re:Post Private web application, choose your profile, and then choose **Administration**.
2. Choose **Content classification**.
3. From the list, select the tag that you want to update.
4. Choose **Edit tag**.
5. In the **Edit tag** dialog box, delete the existing tag, and then enter the new tag. Then, choose **Save changes**.

Note

- You can't start the tags with AWS or Amazon.
- You can't enter duplicate tags.

The updated tags are displayed under the **Tags** section.

Update custom topics in your private re:Post

As an AWS re:Post Private administrator, you can update the custom topics in your private re:Post.

Follow these steps to update the topics in 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 **Topics**.
4. From the list, select the topic that you want to update.
5. Choose **Edit topic**.
6. In the **Edit topic** dialog box, update the topic details as needed. Then, choose **Save changes**.

Note

- You can't start the topics with AWS or Amazon.
- You can't enter duplicate topics.

The updated topics are displayed under the **Topics** section.

Delete custom tags from your private re:Post

As an AWS re:Post Private administrator, you can delete the 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 custom topics from your private re:Post

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

Follow these steps to delete custom topics 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 **Topics**.
4. From the list, select the topics that you want to delete from the private re:Post.
5. Choose **Delete topic**.

The topics that you deleted are no longer displayed under the **Topics** section.

Delete blocked terminology from your private re:Post

As an 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.

Configure artificial intelligence integration for your private re:Post

Note

You can configure these settings only if the artificial intelligence features are currently available in your private re:Post. These features might be unavailable in your private re:Post because of your organization's settings or the AWS Region where you host your private re:Post.

Enable re:Post Agent

To enable re:Post Agent in your private re:Post, complete the following steps:

1. In your private re:Post application, choose the user profile, and then choose **Administration**.
2. Choose **Artificial intelligence**.

3. Turn on **Enable re:Post Agent**.

Enable Intelligent Search

This configuration enables responses created by generative AI to be included in search results in your private re:Post.

To enable Intelligent Search in your private re:Post, complete the following steps:

1. In your private re:Post application, choose the user profile, and then choose **Administration**.
2. Choose **Artificial intelligence**.
3. Turn on **Include AI-generated responses in search**.

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 or remove re:Post Private users, and add or remove the roles for these users. For more information, see [Assign a role to a user in your private re:Post](#).
- 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 deactivate users in 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 Support. For more information, see [Assign a role to a user 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
End of support notice	End of support notice: On June 30, 2027, AWS will end support for AWS re:Post Private. After June 30, 2027, you will no longer be able to access the re:Post Private console or re:Post Private resources. For more information, see AWS re:Post Private end of support .	June 30, 2026
Update	Added information on how to enable Intelligent Search in queries.	June 24, 2025
Update	Added a section on configuration of artificial intelligence features	May 13, 2025
Update	Added a section on how to add, update, and delete custom topics in a private re:Post	October 22, 2024
Guide structure review and improvements	The structure of the guide was reviewed and improvements were made to improve the customer experience related	September 6, 2024

to finding information for specific scenarios.

[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