



User Guide

AWS re:Post Private



AWS re:Post Private: User 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

Non-administrative users use the re:Post Private application to sign in using credentials that are configured by their administrator. After signing in to a private re:Post, you can browse or search existing content, including tailored training and technical content that are scoped to your topics of interest. You can also search AWS public technical content directly from their private re:Post and create private threads for internal discussions on AWS public content. You can collaboratively solve AWS technical problems and get technical guidance from other users of your private re:Post by asking a question, providing a response, or publishing an article. You can also convert a discussion thread into an Support case. You can choose to add the responses from Support to your private re:Post.

Pricing

For information on the pricing tiers for re:Post Private, see [Pricing](#).

Get invited to AWS re:Post Private

You must be invited to join your organization-specific private re:Post. Your re:Post Private console administrator creates a private re:Post and invites you and other users to join the private re:Post. Your console administrator sends you an email with information that you need to log in and register in the private re:Post.

Browser requirements

Sign in to the custom subdomain in your invite to open your private re:Post application. Use one of the latest three versions of the following supported web browsers:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Apple Safari for macOS

Sign in to your private re:Post

To sign in to your private re:Post for the first time, open the email from your re:Post Private console administrator. Then, choose the link that's provided in the email to sign in to the private re:Post. You must use your AWS IAM Identity Center or AWS Active Directory credentials to sign in to re:Post Private.

You might need to take additional steps to allow your browser to support single sign-on. For more information, see [Single sign-on for IE and Chrome](#) and [Single sign-on for Firefox](#) in the *AWS Directory Service Administration Guide*.

Complete your profile

When you sign in to your private re:Post for the first time, you must complete your profile.

Follow these steps to complete your profile:

1. For **Screen name**, enter a display name. This name is displayed on all your posts.
2. For **Email for notifications**, enter your email address.
3. (Optional) For **First name** and **Last name**, enter your first name and last name.
4. For **Interface and notifications language**, select a language.
5. For **Content language**, select additional language options for your content on re:Post Private.
6. Choose **Complete profile**.

After you complete your profile, you receive a verification email. In this 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**.

Work within your private re:Post

The topics in this section explain how you can use your private re:Post to browse existing content, ask questions, post answers, and publish articles and selections.

Topics

- [Ask a question in your private re:Post](#)
- [Get an answer to your question from re:Post Agent](#)
- [Post an answer to a question in your private re:Post](#)
- [View a selection in your private re:Post](#)
- [Publish a selection in your private re:Post](#)
- [Publish an article in your private re:Post](#)
- [Search within your private re:Post](#)
- [Browse the content in your channel](#)

Ask a question in your private re:Post

If you can't find the information that you're looking for in your private re:Post, you can ask a question.

Follow these steps to ask a question in your private re:Post:

1. From any page in your private re:Post application, choose **Post content**. Then, choose **Ask question**.

-or-

From any page in your private re:Post application, choose **Ask question**.

2. Review the guidelines for asking questions, and then choose **Ask a question**.

Note

You're asked to review the guidelines only when you post a question for the first time.

3. For **Question title**, enter a title.

4. For **Question description**, enter a description. Provide as much information as possible.
5. For **Channel**, select the channel where you want to post the question. If you don't want to select a specific channel, select **Default**.

You don't see this option if you aren't a user in any channel within your private re:Post.

6. For **Your organization-specific tags**, select custom tags that apply to the question.
7. For **AWS Tags**, select up to five tags that apply to your question.
8. Choose **Post question**.

You see the list of similar content from your private re:Post that might help solve your problem. You can choose to view any of this content. If you still want to post the question, choose **Post your question**.

Your question is displayed under the **Questions** tab.

The users in your private re:Post can answer your question. All answers for the question are displayed under the question. To accept an answer, choose **Accept Answer**.

Get an answer to your question from re:Post Agent

When you wait for the other users in your private re:Post to answer your question, re:Post Agent reviews the question and provides an answer. re:Post Agent is an AI-powered persona that provides the first response to your questions within a few seconds.

Note

The AWS generative AI capabilities generate the answer. However, you are responsible for evaluating the recommendation in your specific context and implementing appropriate oversight and safeguards. For more information, see [AWS Responsible AI Policy](#).

Note

re:Post Agent might not generate an answer under the following conditions:

- Your question is related to security or compliance.
- Your question doesn't adhere to the community guidelines.

- re:Post Agent doesn't have enough information to answer the question.

If the answer that re:Post Agent provided is accurate, you can choose **Accept Answer**.

The answer that re:Post Agent generated is displayed under the question.

The following is an example of a re:Post Agent response to a question:

S3 in the console

How do you create a bucket in the console

0



Follow

Comment

Share

Flag

Edit question

1 Answer

Newest Most votes Most comments

Are these answers helpful? Accept the correct answer to help the community benefit from your knowledge. You can earn +1 reputation point.



0



This recommendation was generated using AWS Generative AI capabilities. You are responsible for evaluating the recommendation in your specific context and implementing appropriate oversight and safeguards. [Learn more](#)

This answer has not been reviewed by an expert

To create a new Amazon S3 bucket using the AWS Management Console, follow these steps:

1. Sign in to the AWS Management Console and open the Amazon S3 console.
2. In the left navigation pane, click on "Buckets".
3. Click the "Create bucket" button.
4. Enter a unique bucket name that follows the DNS naming conventions. You can optionally include the AWS Region in the bucket name.
5. Select the AWS Region where you want the bucket to be created.
6. For "Object Ownership", select "ACLs disabled" to use bucket policies for access control.
7. Keep the default "Block all public access" setting selected.
8. Review the settings and click "Create bucket" to create the new S3 bucket.

The bucket name must be globally unique across all AWS accounts, and you should follow AWS best practices for bucket naming conventions. After creating the bucket, you can configure additional settings like versioning, encryption, lifecycle policies, and access controls as needed.

Sources

[Module 1: Create Amazon S3 Buckets](#)

[Step 1: Create an Amazon S3 Bucket - AWS Quick Start Guide: Back Up Your Files to Amazon Simple Storage Service](#)

Accept Answer

Comment

Flag

Share



re:Post Agent
answered a few seconds ago

Important

re:Post Agent isn't available in Asia Pacific (Singapore) and Europe (Ireland) Regions yet.

Post an answer to a question in your private re:Post

You can answer a question that's posted in your private re:Post in AWS re:Post Private.

Follow these steps to post an answer to a question in your private re:Post:

1. On your private re:Post application home page, choose **Questions**.
2. From the list of questions, choose the question that you want to post an answer for.
3. Under **Add your answer**, enter your answer.
4. Choose **Post answer**.

The answer that you added is now displayed under the question.

View a selection in your private re:Post

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.

You can view all the selections that are published in your private re:Post by AWS.

Follow these steps to view a selection in your private re:Post:

1. From any page in your private re:Post application, choose the **Selections** tab.
2. From the list of selections, choose the selection that you want to view.

Publish a selection in your private re:Post

Follow these steps to publish a selection in your private re:Post:

1. From any page in your private re:Post application, choose **Post content**. Then, choose **Create selection**.

-or-

From any page in your private re:Post application, choose **Create selection**.

2. On the **Create a draft** page, for **Selection title**, enter a title.

3. For **Selection description**, enter a description.
4. For **Short description**, enter a meta title.

In this field, include a few words to briefly describe the selection to improve search engine optimization.

5. For **Channel**, select the channel where you want to publish the selection. If you don't want to select a specific channel, select **Default**.

You don't see this option if you aren't a user in any channel within your private re:Post.

6. For **Your organization-specific tags**, select custom tags that apply to the selection.
7. For **AWS Tags**, select up to five tags that apply to the selection.
8. For **Title image**, upload a cover image that describes the selection. The maximum size for the title image 2 MiB. The supported file types are jpg, .peg, and .png.
9. In the **Content** section, for **Title**, enter a title for your first section.
10. For **Description**, enter a description for your section.
11. For each resource that you want to add to the selection, choose **Add link**.
12. Complete the following steps for each link that you add:

For **Add a link**, enter the link for the resource. The **Title** field is auto populated.

(Optional) For **Description**, enter a short description.

(Optional) For **Add image**, upload a cover image that describes the resource. The maximum size of the cover image is 2 MiB. The supported file types are .jpg, .peg, and .png.

13. (Optional) Choose **Add body** to include text and in-line images for the section.
14. To add another section, choose **Add another section**. Repeat steps 7 to 11.
15. Choose **Create draft**.
16. To edit your selection draft, choose **Edit**.
17. Choose **Publish**.

Your selection is published under the **Selections** tab.

Publish an article in your private re:Post

Follow these steps to publish an article in your private re:Post:

1. From any page in your private re:Post application, choose **Post content**. Then, choose **Publish article**.

-or-

From any page in your private re:Post application, choose **Publish article**.

2. For **Article title**, enter a title.
3. For **Context and purpose**, enter a short description.
4. For **Article body**, enter your content.
5. For **Channel**, select the channel where you want to publish the article. If you don't want to select a specific channel, select **Default**.

You don't see this option if you aren't a user in any channel within your private re:Post.

6. For **Your organization-specific tags**, select custom tags that apply to the article.
7. For **AWS Tags**, select all tags that apply to the article.
8. For **Content level**, select the content level that applies to your article.
9. Choose **Publish article**.

The article that you published is now displayed under the **Articles** tab. The users in your private re:Post can view, upvote, and downvote your article. They can also add comments to your article that are displayed in the **Comments on this article** section.

Search within your private re:Post

Intelligent Search is a natural language search feature that helps you quickly find relevant answers across your AWS re:Post community, AWS documentation, and AWS Knowledge Center articles. This AI-powered tool is available in your re:Post Private space when enabled by your administrator.

To find the most relevant results to your query, Intelligent Search uses machine learning to find answers across multiple sources, such as your community Q & A, AWS Official guidance, and internal articles curated by your organization. Intelligent Search also provides a brief, AI-generated summary of the topic along with references to each source.

To use Intelligent Search, complete the following steps:

1. Open your re:Post Private instance.

2. Choose the search bar at the top of the page.
3. Enter your question in natural language. For example, you might enter, "How do I set up IAM Identity Center with Azure AD?".
4. Press **Enter** or choose the search icon.
5. Intelligent Search ranks relevant responses, indicates content type and source (AWS, internal, or community), and summarizes key points from the results.

Note

If you don't see Intelligent Search, your administrator might not have enabled AI features. For setup guidance, see [Configuring AI integration for re:Post Private](#).

To turn off Intelligent Search so that your queries return only standard keyword-based results, complete the following steps:

1. Open your re:Post Private instance.
2. Choose your profile icon in the upper right corner of your re:Post Private instance, and then select **Settings**.
3. Scroll to the **AI Settings** section.
4. Turn off **Enable AI-generated responses in your search results**.

To re-enable Intelligent Search return to your settings. and turn on **Enable AI-generated responses in your search results**.

Create a discussion in your private re:Post

You can start a private discussion on any of the search results from AWS re:Post within your private re:Post. You can start a discussion on a question, Knowledge Center article, or an article from a search result on the **AWS re:Post content** tab.

Follow these steps to start a private discussion on a search result from AWS re:Post:

1. In the search results view, choose the **AWS re:Post results** tab.
2. Choose the search result that you want to create a discussion for.
3. Choose **Start discussion in your private re:Post**.

4. On the **Ask a question** page, enter the following information:

For **Question title**, enter a title for your discussion.

Under **Question description**, the link to the content is already included. You can enter more information as needed.

For **Tags**, select up to five tags that apply to the discussion.

Note

If your organization allows custom tags, then for **Custom tags**, select your organization's custom tags that apply to the discussion.

5. Choose **Post question**.

Your discussion is added to your private re:Post under the **Questions** tab.

Browse the content in your channel

Your console administrator can choose to create channels within your private re:Post for targeted content sharing, improved organization, enhanced privacy, and simplified permissions management. Channels provide granular content access control within a private re:Post.

Note

Channels aren't available for you within your private re:Post when either of the following conditions are true:


- Your private re:Post doesn't have any channels.
- You aren't a user in any of the channels within your private re:Post.

To explore the channels in your private re:Post, follow these steps:

1. To see the channels that you're added to, choose **All channels** on your private re:Post application home page.
2. To see the content that's posted in your private re:Post without using a channel, choose **Default**.

3. To see the content that's exclusively posted from a channel, choose the channel name from the listing.

You can post and view content in any channel that you're a user of. To post a question, publish an article, or create a selection in a channel, be sure to select the channel name when you post the content.

 **Note**

Only users of the channel can view the content that you post in a channel.

Convert your question to an Support case

If you're a **Support requester**, then you can create a case to Support from a question that you posted in your private re:Post.

Note

Reach out to your re:Post Private administrator to get the **Support requester** permission.

Note

You can't edit a question after you convert it to an Support case.

You can create a case from your question only if both of these conditions are true:

- You posted the question at least 12 hours earlier.
- Your question doesn't have an accepted answer.

Follow these steps to create a support case from your question in your private re:Post:

1. From any page in your private re:Post application, choose the **Questions** tab.
2. Choose the question that you want to create a Support case for.
3. Choose **Create support case**.
4. Review the warning message. Then, take one of the following actions:


If you don't want to continue to create the case, then choose **Cancel**.

If you want to continue to create the case, then choose **Confirm** and complete the rest of these steps.

5. The fields **Title**, **Summary**, **Comments and answers**, and **Tags and topics** are populated with information from your question. You can choose to edit these fields and remove any confidential and personal details.
6. Choose **Create support case**.

Responses from Support are displayed under the question in the **Support case** tab.

7. After you receive a response from Support, enter your reply in the **Reply to AWS Support** section. Then, choose **Send reply to AWS Support**.

 **Note**

The responses from Support and your replies are visible only to you.

8. To close the thread after your issue is resolved, choose **Resolve thread**.
9. Review the **Publish support response** message about publishing the support ticket correspondence. Then, choose either **Resolve without publishing** or **Resolve and Publish**.

If you choose to resolve and publish, the case is resolved and support correspondence is published on the thread.

If you choose to resolve without publishing, the case is resolved and support correspondence isn't published. However, you can choose **Publish support correspondence** at a later time to publish case communication on the thread.

- 10 If Support resolves the case and you want to publish the support ticket correspondence, then choose **Publish support correspondence** under the **Support case** tab.

Sign out of AWS re:Post Private

You can sign out of your private re:Post at any time. To sign back in, use your IAM Identity Center credentials.

You can sign out of your private re:Post in one of the following ways:

- In your private re:Post web application, choose your profile, and then choose **Sign out**. You're then signed out of your private re:Post.
- Sign out from the IAM Identity Center console. When you sign out, your re:Post Private session might continue for up to two hours after the IAM Identity Center session expires. During this time, you'll still be signed in to your private re:Post application. When your session times out, you're automatically signed out from your private re:Post. For more information, see [Authentication](#) in the *AWS IAM Identity Center User Guide*.

Document history for the re:Post Private User Guide

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

Change	Description	Date
Update	Added instructions for browsing an existing channel and publishing content within a channel	July 3, 2025
Update	Added information on enabling and using Intelligent Search in queries.	June 24, 2025
Update	Added information on getting an answer from re:Post Agent for a question that a user posts	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 to finding information for specific scenarios.	September 24, 2024
Initial release	Initial release of the re:Post Private User Guide	November 26, 2023