

# Tools for the Virtual Work Environment

*Bridging remote and on-campus work*



Trish Williams  
Instructional Design Center

# Overview

- Brief introduction to technologies available at Ramapo
- What does each tool do?
- How can it make the virtual work environment more effective?
- Short Demonstration of each tool

# Tools for the Virtual Work Environment

## Google Workspace



Calendar



Docs



Sheets



Slides

## Webex



Meetings



Teams



Jabber



TechSmith  
Knowmia

# Technology Tools for Collaborating

- **Calendar** - create and share calendars to track schedules.
- **Docs/Sheets/Slides** - Create, upload and collaborate on text documents, spreadsheets, and presentations.
- **Webex Meetings** - host or join virtual meetings, features include audio, video webcam, computer screen sharing & more.
- **Webex Teams** - create persistent Spaces, add Team members for threaded discussions.

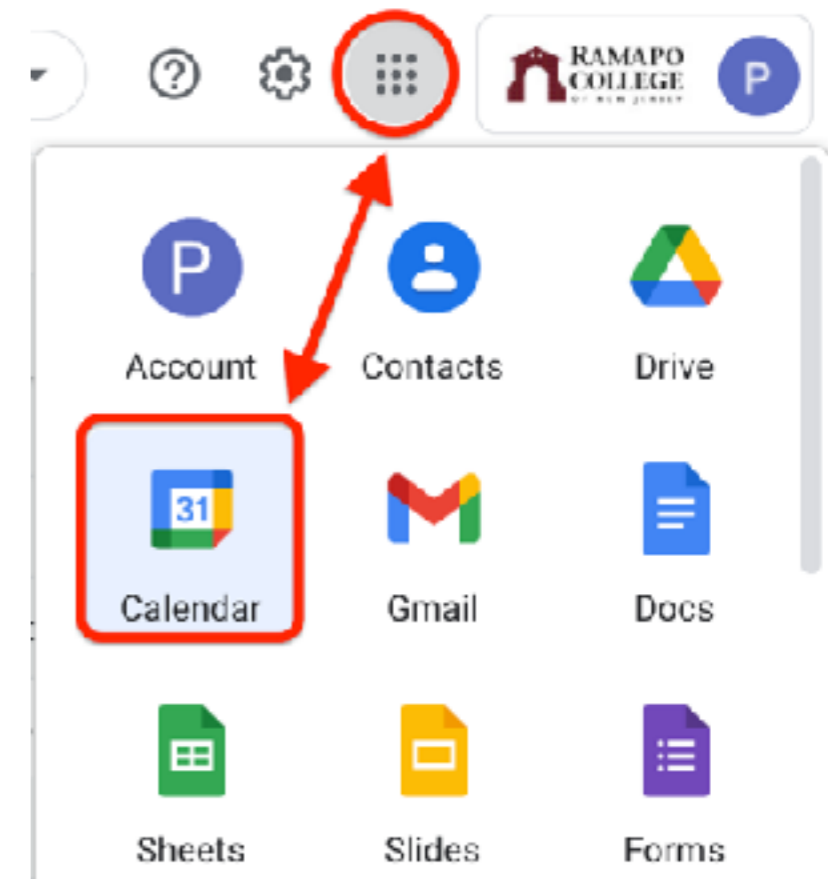
# Technology Tools for Collaborating

- **Jabber** - software application for mobile phones or computers that simulates your office phone. Answer your Ramapo phone remotely, check voicemail, or call campus extensions, or off-campus calls, as if you were on your office phone.
- **YuJa/Knowmia** - create instructional videos to you can easily share with a link. Record anything on your computer screen (presentations, lectures, software applications, Web sites, etc.) along with your audio narration and optionally your Webcam.



# Calendars

- Google calendars - create calendars and share calendars (edit or view only)
- Track office schedules (e.g student aide work schedule, co-workers days off, co-workers days on campus/vs. remote)
- Track project deadlines
- Login to Ramapo Gmail > select calendar



# Docs, Sheets, Slides



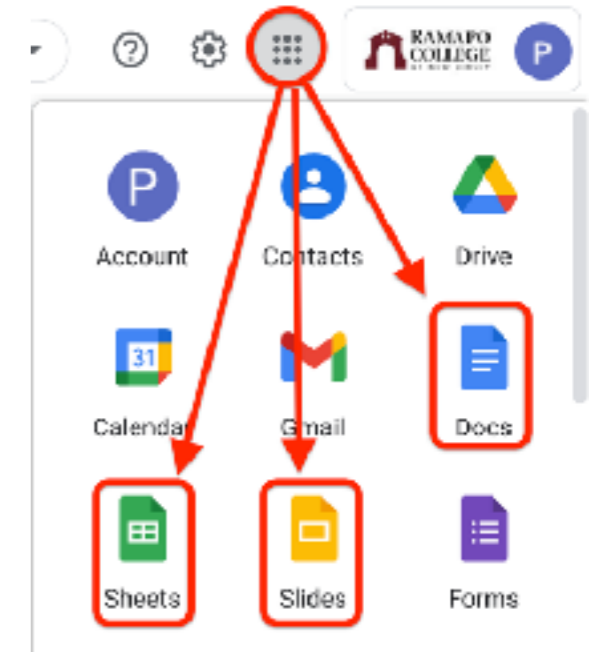
Docs - create or upload text docs,



Sheets - create or upload spreadsheets



Slides - create or upload presentations



Share to collaborate (edit, comment or view only)

- Import/export Word, Excel, PowerPoint or PDF
- Login to Ramapo Gmail > select Docs, Sheets or Slides



# Webex allows you to meet face-to-face in a virtual meeting room

- Synchronous
- Interactive
- Video conferencing
- Audio
- Text chat
- Share computer screen, applications, or files
- Share Whiteboard/Annotation Tools
- Play video (not HD)
- Polling \*
- Notes \*
- Breakout sessions
- Record meetings

**(Stop Sharing (top) when finished)**

\*desktop app only



# Webex Meetings

- **Personal room** (link never changes) “**start a meeting**”  
<https://ramapo.webex.com/meet/username>
- “**Schedule**” **meetings** (unique meeting link and password)
- Schedule meetings from Google Calendar or from [ramapo.webex.com](https://ramapo.webex.com)
- Desktop app recommended for all the features
- Switch roles from participant, to presenter, or co-host
- Access recordings and attendance reports from [ramapo.webex.com](https://ramapo.webex.com)

# Webex best practices when collaborating from home

## Turn your video on

Sharing video can be intimidating at first but having your camera on will keep you aware of the conversation and connected with your colleagues.

## Check your background

Reduce clutter and double check for personal items you didn't intend to share in your background.

## Camera position

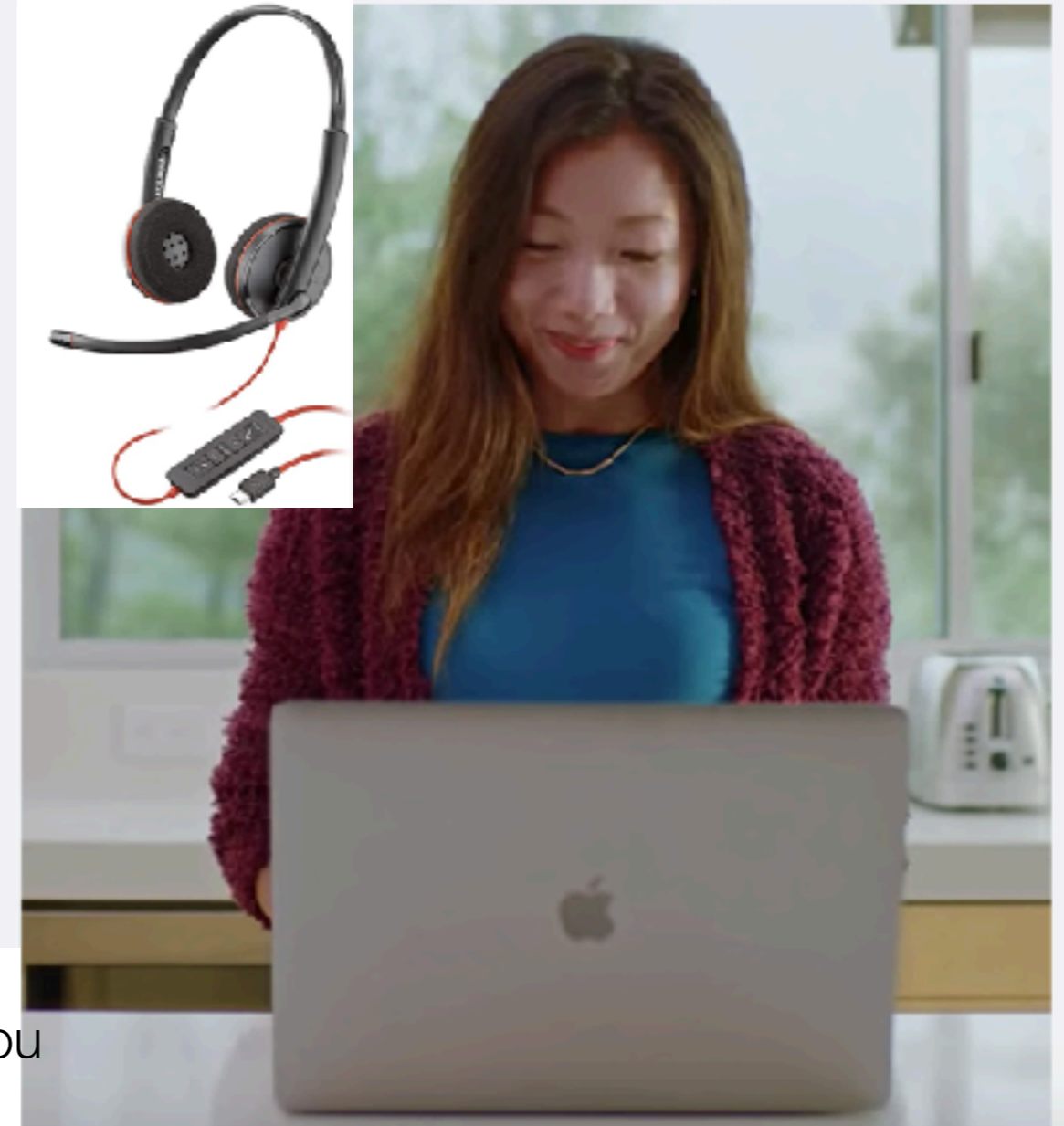
Think about where your webcam is positioned and keep it at eye height for the most natural look.

## Headsets at home

For the best audio experience, use a noise reducing headset.

## Mute yourself

Muting yourself when not speaking prevents background noise around you from distracting others in the meeting.



- For best video, have light in front of you, not behind you
- Virtual backgrounds require a lot of computer power
- Quit all apps and close files that are not needed, open all apps needed
- Silence computer notifications - do not disturb
- Do not use VPN (virtual private network)
- Use wired ethernet connection for best quality, or sit near Wi-Fi
- Add a profile photo at [ramapo.webex.com](https://ramapo.webex.com)



# Webex Teams

- Create a Space (topic or project)
- Add team members to the Space
- Allows asynchronous, threaded discussion
- Attach images, screenshots, emoji
- Newly added team members have access to history/  
discussion in space
- Launch Webex Meetings with Team members from Spaces

# To Host a Meeting

# Activate Your Webex Account

Do this after today's session if you have not yet done this....

- Contact [helpdesk@ramapo.edu](mailto:helpdesk@ramapo.edu) to request your Webex account
- Then activate the account from the email you receive
- Go to [ramapo.webex.com](https://ramapo.webex.com)
- Download & install the desktop app (**Webex Meetings** vs. **Webex**)



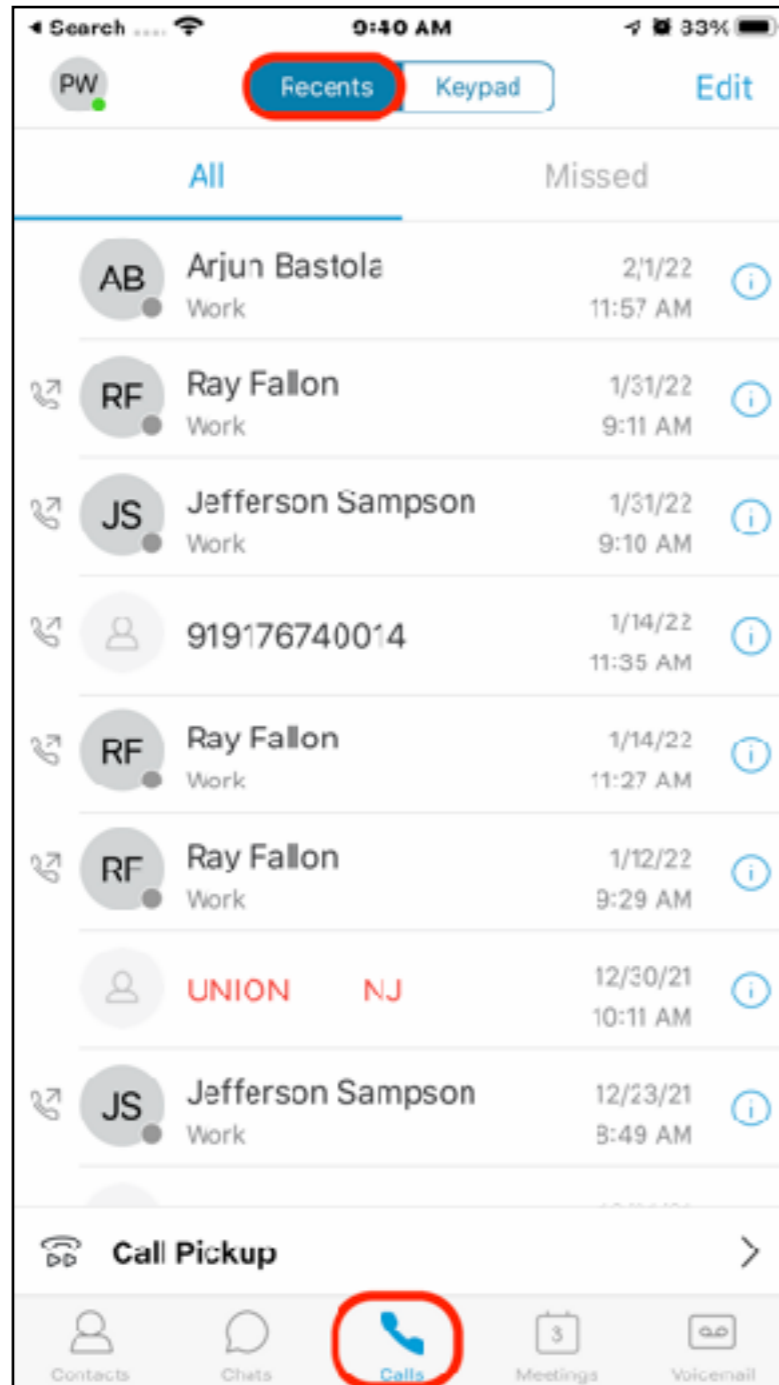
# Jabber for Phones

- Download the Jabber app from your SmartPhone's App store
- Works off WiFi
- Answer phone calls going to your campus extension (mobile app must be open)
- Make outgoing phone from your campus phone
- Calls are made from your Ramapo phone number (not your personal cell number)
- No need to forward calls
- Make call exactly as you would from your office phone.
  - on campus calls, dial the campus extension
  - off campus calls, dial 9 + phone number
- Listen to voicemail, and record new voice messages

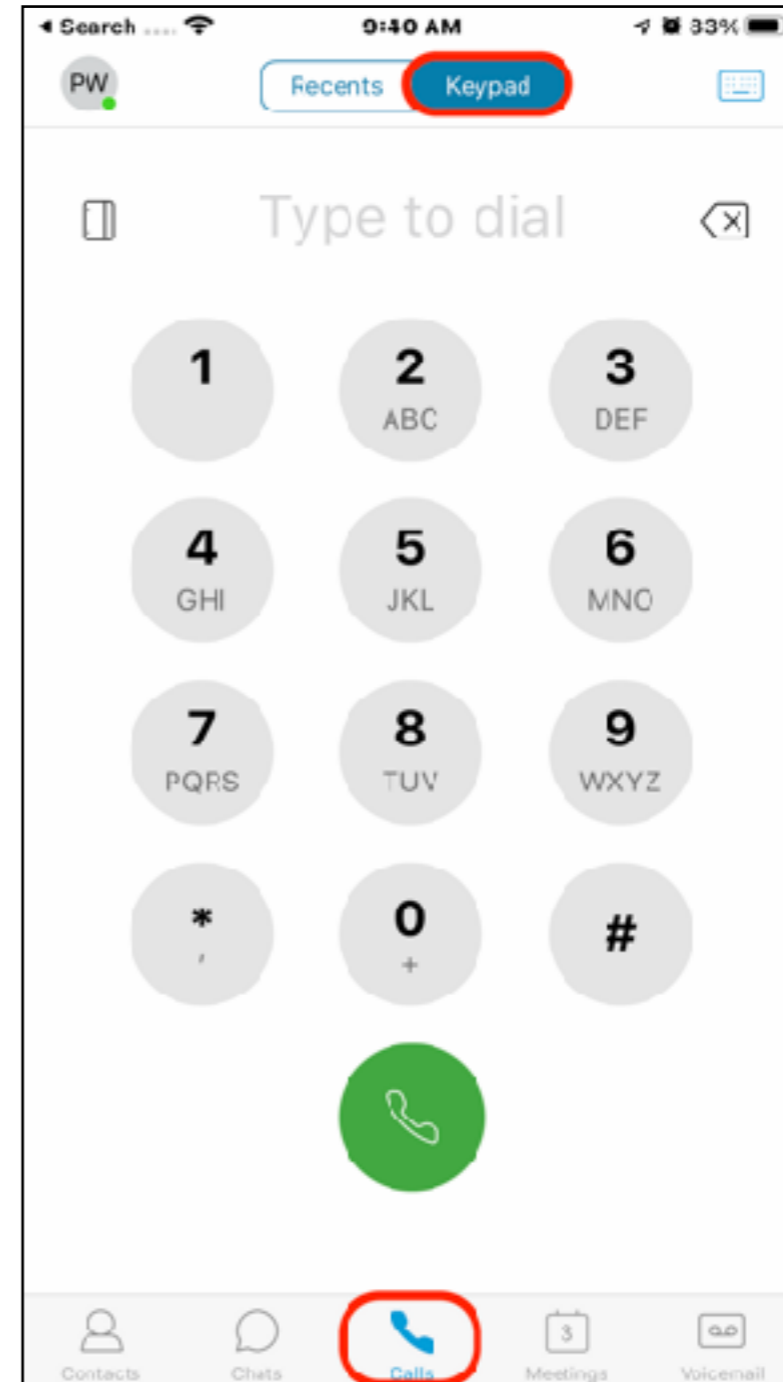


# Jabber for Phones

Recent  
Calls



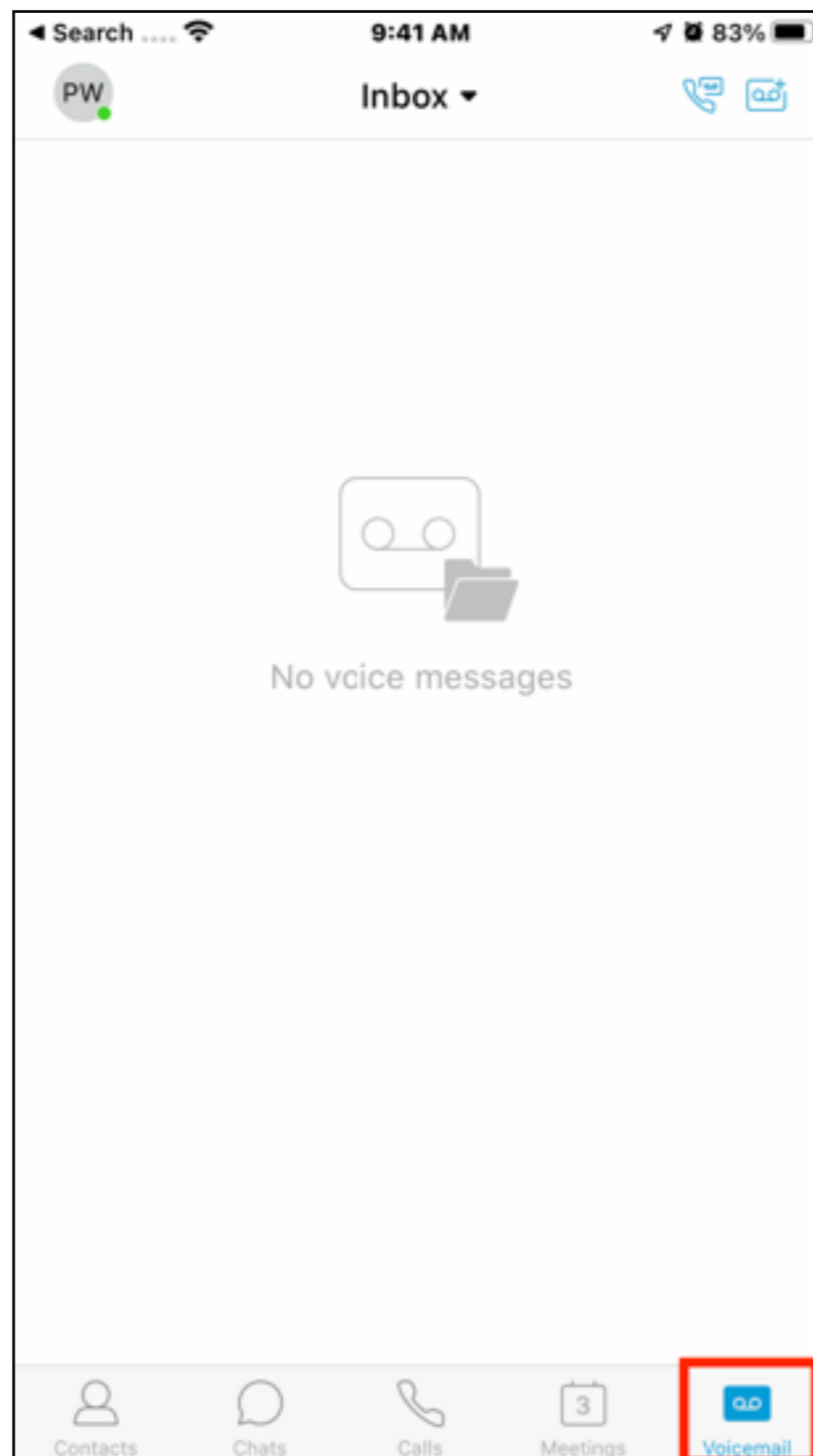
Keypad  
to dial





# Jabber for Phones

**Voicemail**





**TechSmith  
Knowmia**



**Phasing Out**



**Phasing In**

- Create instructional videos that can easily be shared
- Record anything on your computer screen (presentations, lectures, software, Web sites) along with your audio narration, and webcam (optional)
- **YuJa login:** from Canvas (YuJa link in navigation) or [ramapo.yuja.com](https://ramapo.yuja.com) with YuJa account credentials
- **YuJa tutorials:** [support.yuja.com](https://support.yuja.com)
- **TechSmith Knowmia login:** [ramapo.techsmithrelay.com](https://ramapo.techsmithrelay.com)
- **TechSmith Knowmia tutorials:** <https://www.techsmith.com/learn/tutorials/knowmia/>

# Tutorials/Help

- **Webex** (Meetings, Teams, Jabber): [help.webex.com](https://help.webex.com) for guides and online training
- **Google Workspace** Login and navigate to the app e.g. docs, calendar, sheets, slides, etc.) and click the “?” icon for help and training
- **YuJa** - [support.yuja.com](https://support.yuja.com)
- **TechSmith Knowmia**: <https://www.techsmith.com/learn/tutorials/knowmia/>
- **Jabber**: <https://www.ramapo.edu/its/telecomm/>
- **Jabber/Voicemail**: <https://www.ramapo.edu/its/telecomm/voicemail/>
- Mobile apps are available for all these tools, search your device’s app store

# Upcoming Workshops

**IDC Workshops/Registration:** [training.ramapo.edu](http://training.ramapo.edu)

**YuJa training - Feb. 9, 1-4 p.m.**

**Google calendar workshop - Feb. 10, 1 p.m.**

**Collaborating with Google Docs, Drive & Slides workshop  
March 10, 1 p.m.**