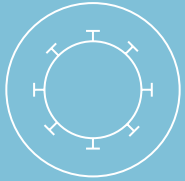# SUDDENLY
VIRTUAL

Virtual Services Toolkit: The Basics

Tools to assist service providers in communicating with clients, as well as communicating with one another.

by Amanda Bombino

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HELDRICH CENTER
FOR WORKFORCE DEVELOPMENT

RUTGERS
Edward J. Bloustein School
of Planning and Public Policy

Contents

Voice and conference calls

Google Voice

Web browsers that work with Google Voice

- ▶ Chrome Browser
- ▶ Mozilla Firefox (Windows and Mac)

Sign up/Set up

1. On your computer, go to **voice.google.com**
2. Sign into your Google account.
3. After reviewing the Terms and Service and Privacy Policy, click **CONTINUE**.
4. Search by city or area code for a number. (If there aren't any numbers available in the area you want, try somewhere nearby.)
5. Next to the number you want, click **SELECT**. Follow the instructions.

How to make a call

Computer

1. On your computer, go to **voice.google.com**
2. Sign into your Google account if the website prompts you to.
3. Choose one of these methods in the **CALLS**, **MESSAGES**, or **VOICEMAIL** tabs:
   - ▶ If the person appears in your contacts list on the right, click their name.
   - ▶ In the search bar at the top, or in the **ENTER NAME OR NUMBER** field on the right, enter the person's name or phone number. **CLICK** their name in the list of contacts that appears.
   - ▶ Use the keypad to dial the number, and then click **CALL**. To show the keypad, in the bottom right, click **DIAL**.
4. In the upper right, the **CALL AS** field shows your Google Voice number.

iPhone & iPad

1. On your iPhone or iPad, **OPEN THE VOICE APP**.
   - ▶ To download the Voice app on iPhone & iPad: Go to the **APP STORE** on your device and search "Google Voice." Scroll down to find "Google Voice." Tap **GET** to download the Voice app.
2. At the bottom, tap **CALLS**.
3. If the person is in your recent calls list, next to their name, tap **CALL**.
4. If not, choose one of these methods:
   - ▶ In the search bar at the top, enter the person's name or phone number. Select them from the list of contacts that appears.
   - ▶ Tap **DIAL** and enter the number.
5. Tap **CALL**.

Android

1. On your Android device, open the Voice app
   - ▶ To download the Voice app on your Android device, go to the **GOOGLE PLAY** store app and search "Google Voice." Scroll down to find "Google Voice." Tap **INSTALL**. Follow the onscreen instructions to complete the download.
2. At the bottom, tap **CALLS**.
3. If the person is in your recent calls list, next to their name, tap **CALL**.
4. If not, choose one of these methods:
   - ▶ In the search bar at the top, enter the person's name or phone number. Select them from the list of contacts that appears.
   - ▶ Tap **DIAL** and enter the number.

Manage contacts

Google Voice syncs your contacts from Google Contacts. If you have a work or school account, Voice also syncs the contacts from your organization's Directory service.

To add a contact

1. On your computer, go to Google Contacts.
2. At the top left corner, click **CREATE CONTACT**.
3. Enter the contact's information.
4. Click **SAVE**.

If you email someone but you haven't added them as a contact, Google Contacts automatically saves their email address in your "Other Contacts" group. Their email address will show up the next time you email them.

To edit a contact

1. Go to Google Contacts.
2. Click a contact's name.
3. In the top right corner, click **EDIT**.
4. Edit the information.
5. Click **SAVE**.

To delete a contact

1. Go to Google Contacts.
2. Select one of the following:
   - ▶ **A single contact**: Check the box next to the contact name
   - ▶ **Multiple contacts**: Check the boxes next to all the contacts you want to delete
   - ▶ **All contacts**: Check the box next to any contact and in the top left, click **SELECTION ACTIONS ▶ ALL**.
3. In the top left, click **MORE ACTIONS ▶ DELETE ▶ DELETE**

Create a group

1. Go to Google Contacts.
2. At the left, under **LABELS**, click **CREATE LABEL**.
3. Type a name, then click **SAVE**.

To add contacts to a group

1. Go to Google Contacts.
2. Select one of the following:
   - ▶ **A single contact**: Check the box next to the contact name
   - ▶ **Multiple contacts**: Check the boxes next to all the contacts you want to delete
   - ▶ **All contacts**: Check the box next to any contact and in the top left, click **SELECTION ACTIONS ▶ ALL**.
3. At the top, click **MANAGE LABELS**.
4. Click the group label you want.
5. Click **APPLY**.

To remove contacts from a group

1. Go to Google Contacts.
2. At the left, click a group name.
3. Select contacts to remove by checking the boxes that show up next to their names.
4. At the top right, click **LABEL**.
5. Uncheck the group name.

To edit or delete a group

1. Go to Google Contacts.
2. At the left, under **LABELS**, point to the group you want to edit or delete.
3. Follow the steps on the screen.

FreeConferenceCall.com

How to create an account (free)

1. On your computer, go to **freeconferencecall.com**
2. On the top right, click **SIGN UP**.
3. Enter the email you wish to use for this platform, as well as a password.
4. Click **CREATE MY FREE ACCOUNT**

How to host an audio conference call

1. Dial the dial-in number.
2. When prompted, enter the **ACCESS CODE**, followed by **POUND** or **HASH** (**#**).
3. Press **STAR** (*****) to enter the host PIN, followed by **POUND** or **HASH** (**#**).

How to host an online meeting

1. Provide participants with the date and time of the meeting, including your dial-in number, access code, online meeting link and online meeting ID. These credentials can be located on the Account Info page after you log in.
2. Launch the **FreeConferenceCall.com** desktop application from your desktop.
3. Click **HOST** and log in with your email address and password.
4. Join the audio portion of the online meeting by first clicking **PHONE** on the Meeting Dashboard. Then click **TELEPHONE** and call the dial-in number and enter the access code followed by **POUND** or **HASH** (**#**) or **MIC & SPEAKERS** and **CONNECT NOW** to connect through VoIP.
5. Use the online meeting features by following the steps below.

How to screen share

1. Click **PLAY** on the Meeting Dashboard
2. Select the items you want to share.
3. Click **START SHARING**.

How to video conference

1. Click **CAMERA** on the Meeting Dashboard.
2. Choose to dial in over the telephone or through VoIP on your computer.
3. Video is live once the **CAMERA** turns green.

How to chat

1. Click **CHAT** on the Meeting Dashboard
2. Send a message to the group or private message to an individual participant.
▶ FreeConferenceCall.com **Support Center**

Google Hangouts

How to start a Google Hangout chat

1. On your computer, go to hangouts.google.com or open **HANGOUTS** in Gmail. If you have the Hangouts Chrome extension, Hangouts will open in a new window.
2. At the top, click **NEW CONVERSATION +**.
3. Enter and select a name or email address.
4. Type your message. You can also add emojis or photos.
5. On your keyboard, press **ENTER**.

How to start a video call

Before you start your first video call:

1. Check the system requirements for Hangouts
2. Connect a camera, microphone, and speakers to your computer.
3. When asked to use your computer's camera and microphone, click **ALLOW**.
4. Download and install the latest version of the Hangouts plugin for Internet Explorer and Safari browsers.
5. Follow **these** directions for how to allow Hangouts to use your camera and microphone.

Start a video call

1. Open hangouts.google.com or on the sidebar in Gmail.
2. Select a person from the Hangouts list or search for their name or email address. When you find the person you want, click their name. You can also check multiple people to start a video call.
3. Click **VIDEO CALL**.
4. When you're done, click **END CALL**.
▶ Additional **Hangouts support**

Video conferencing services

Zoom

How to download Zoom desktop client (Windows or Mac)

How to sign up for a Zoom account

1. On your computer, go to **zoom.us**.
2. On the home screen, click SIGN UP FOR FREE.
3. Under YOUR WORK EMAIL ADDRESS, type in the email address that you wish to use for Zoom.
4. Click SIGN UP.
5. After you click SIGN UP, check your email account for a message from Zoom that contains a confirmation link. Click the confirmation link in that email to begin using Zoom.

How to sign in and join

1. After launching Zoom, click JOIN A MEETING to join a meeting without signing in. If you want to log in and start or schedule your own meeting, click SIGN IN.
2. To sign in, use your Zoom, Google, or Facebook account credentials.

Zoom – Basic Functions

After signing in, you will see the Home tab, where you can click these options:

1. **New meeting**: Start an instant meeting. Click the downwards arrow to enable video or use your personal meeting ID (PMI) for instant meetings.
2. **Join**: Join a meeting that is in progress. To join a meeting, ENTER THE MEETING ID OR MEETING LINK.
3. **Schedule**: Set up a future meeting.
4. **Share screen**: Select the SHARE SCREEN option.

For all your Zoom meetings that are public

To prevent "Zoom-bombing"

1. Go to **https://zoom.us/** on your internet browser.
2. Log into your Zoom account.
3. Click on MY ACCOUNT.
4. Click on SETTINGS on the menu bar on the left.
5. Turn off ANNOTATION.
6. Turn off WHITEBOARD.
7. Turn off ALLOW REMOVED PARTICIPANTS TO REJOIN (that way you can remove disruptive people as the Host).
8. Turn off FAR END CAMERA CONTROL.

9. Turn off FILE TRANSFER.
10. Turn on MUTE PARTICIPANTS UPON ENTRY (you can also Mute everyone live in the meeting as the Host by clicking Mute All on the control panel).
11. Turn off PARTICIPANTS VIDEO (Participants can turn video on after they join. As host you can also turn off people's video if they are disruptive by right clicking their live video).
12. Turn on CO-HOST (you can make any guest presenters Co-hosts by clicking on their name in the participant list, once they join)
13. SCREEN SHARING – HOST ONLY (this locks down random people from sharing their screen)

Zoom Webinar

Another option is to use ZOOM WEBINAR (as opposed to Zoom Rooms), if you plan to do big public webinars.

1. Review this resource on how to get started with a Zoom Webinar
2. However, it is "view only" for participants, which dramatically reduces the community feel of a meeting. Attendees can use the chat or question and answer options to interact with the host and panelists.
▶ Here are also some more **guidelines** from Stanford University, which might be helpful.

Webex

How to create a Webex account

1. On your computer, go to **signin.webex.com**
2. Under **NEXT**, click **SIGN UP**.
3. Enter the email address that you wish to use for Webex, and click **SIGN UP**.
4. Follow the instructions to complete the set-up process for your Webex account.

How to schedule a meeting from your Webex site

1. Sign in to your Webex site, and go to **WEBEX MEETINGS**.
2. Select **HOST A MEETING ▸ SCHEDULE A MEETING**.
3. Set the options for your meeting and select **START** or **SCHEDULE MEETING**
4. Use the **ADVANCED SCHEDULER** to set detailed meeting options.

How to start an instant meeting from your personal room

1. Sign in to your Webex site, and go to **MY WEBEX**.
2. Select **START MEETING**.
3. Select **INVITE & REMIND** to invite people to your meeting.

How to set up a recurring meeting

You can schedule meetings to occur daily, weekly, monthly, or yearly. You can set up the recurrence while you schedule the meeting.

1. Sign in to your Webex account, and go to **WEBEX MEETINGS**.
2. Go to **HOST A MEETING ▸ SCHEDULE A MEETING**. Use the **ADVANCED SCHEDULER**.
3. Enter the **REQUIRED INFORMATION** and then select **NEXT**.
4. On the **DATE & TIME** page, choose at least one of the **RECURRENCE** options for your meeting.
5. Go through the rest of the steps to schedule a meeting or select **SCHEDULE MEETING**.

Creating and sharing documents

Google Drive (Docs, Sheets, etc.)

How to use Google Drive

On your computer, go to **drive.google.com**.
You'll see **MY DRIVE**, which has:

▶ Files and folders you upload or sync

▶ Google Docs, Sheets, Slides, and Forms, you create.

To create a Google Doc

Google Doc: An online word processor that lets you create and format documents and collaborate with other individuals on the same documents.

1. On your computer, open the Docs home screen at **docs.google.com**

2. In the top left, under **START A NEW DOCUMENT**, click **BLANK +**.

To create a Google Sheet

Google Sheet: An online program for creating and editing spreadsheets. With Google Sheets, you can create, edit, and collaborate with others on data sets.

1. Open the Sheets home screen at **sheets.google.com**.

2. Under **START A NEW SPREADSHEET**, Click **BLANK +**. This will create and open your new spreadsheet.

To create a Google Slides

Google Slide: An online presentation application that lets you create and format presentations and work with other people.

1. Open the Slides home screen at **slides.google.com**.

2. In top left, under **START A NEW PRESENTATION**, Click **BLANK +**. This will create and open your new presentation.

To create a Google Form

Google Form: An online program where you can create online forms and surveys.

1. Go to **forms.google.com**

2. Click **BLANK +**.

3. A new form will open.

Upload files

1. On your computer, go to **drive.google.com**

2. At the top left, click **NEW ▶ FILE UPLOAD**.

3. Choose the file you want to upload.

Download a file

1. Go to **drive.google.com**

2. Click a file to download

▶ To download multiple files, press Command (Mac) or Ctrl (Windows) while clicking other files

3. Right-click and click **DOWNLOAD**.

Download a file in a different format

1. Go to the file in your Google Drive that you wish to download (Docs, Sheets, or Slides)

2. On the top left, click **FILE**.

3. Under **FILE**, point at **DOWNLOAD**.

4. In the drop-down options under **DOWNLOAD**, click on the format that you wish to download the file in (i.e., Word, Excel, PowerPoint)

5. The downloaded file will appear in your computer's files.

To share a file

1. On a computer, go to Google Drive, Docs, Sheets, or Slides.

2. Click the file you want to share.

3. Click **SHARE** or **SHARE +**.

4. Under **PEOPLE**, enter the email you to share with

5. To choose what someone can do with your file, click the **DOWN ARROW**.

▶ Learn more about how others view, comment, or edit files **here**.

6. If you don't want to send an email to people, click **ADVANCED** and uncheck the **NOTIFY PEOPLE** box. If you notify people, each email address you enter will be included in the email.

7. Click **SEND**.

To share a link to the file

1. At the top right, click **GET SHAREABLE LINK**

2. Next to **ANYONE WITH THE LINK**, click the **DOWN ARROW**.

3. Copy and paste the link in an email or any place you want to share it.

To share a file publicly

1. Click **GET SHAREABLE LINK**

2. Next to **ANYONE WITH THE LINK**, click the **DOWN ARROW**.

3. Click **MORE ▶ ON – PUBLIC ON THE WEB**.

4. Click **SAVE**.

▶ Choose the level of access you want people to have.

▶ For more information on sharing a file click **here**.

5. Click **DONE**.

Choose if people can view, comment, or edit

When you share a file with someone, you can choose what they can do with it.

1. **VIEW**: People can view, but can't change or share the file with others

2. **COMMENT**: People can make comments and suggestions, but can't change or share the file with others.

3. **EDIT**: People can make changes, accept or reject suggestions, and share the file with others.

Change who your link is shared with

When you share a link to a file, you control how widely the file is shared. These options depend on if your Google Account is through work, school, or Gmail.

▶ **ON — PUBLIC ON THE WEB**: Anyone can search on Google and get access to your file, without signing in to their Google Account

▶ **ON — ANYONE WITH THE LINK**: Anyone who has the link can use your file, without signing in to their Google Account

▶ **OFF — SPECIFIC PEOPLE**: Only people you share the file with will be able to use it

Boomerang: Gmail add-on tool

Boomerang, a Google Chrome add-on extension, allows you to:

▶ Schedule messages to be sent or returned at a later date

▶ Track messages to make sure to hear back, and schedule reminders right inside Gmail

▶ Know whether your email got read with cross-platform read receipts

▶ Pause inbox notifications, but still get notified about the emails that matter

To download Boomerang

1. Open your Google Chrome web browser (if you do not have Google Chrome, click this **link** and follow directions to download.)

2. Go to the Boomerang download extension.

3. On the right of the home page, click **ADD TO CHROME**.

4. The screen pop-up will prompt you to either **CANCEL** or **ADD EXTENSION**. Click **ADD EXTENSION**.

5. The screen will redirect you to your Gmail account page, where Boomerang will be downloaded.

6. When the download is complete, follow the virtual tutorial for Boomerang.
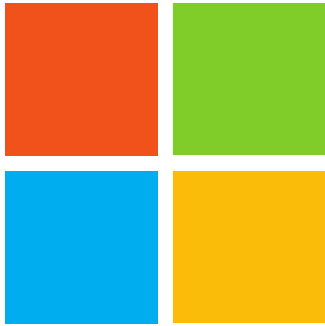
Microsoft Office, Outlook, OneDrive

Sign in to Microsoft Office 365

1. On your computer, go to **www.office.com**
2. On the home screen, click SIGN IN.
3. Enter your account credentials and click NEXT.

Microsoft 365 applications

Microsoft Outlook

An email application that includes a calendar, task manager, contact manager, note taking, journal, and web browsing

▶ Learn more about **Outlook** on the Web

Microsoft OneDrive

A cloud storage service that allows you to store all your important files securely in one place and then access them virtually anywhere.

▶ Learn more about **OneDrive**

Microsoft SharePoint

A cloud-based service for businesses that allows employees to create sites to share documents and information with colleagues, partners, and customers.

▶ Learn more about **SharePoint**

Microsoft Teams

A web-conferencing and collaboration platform that allows users to set up video, audio, and text chats and access, share, and edit Word, PowerPoint, and Excel files in real time.

▶ Learn more about **Microsoft Teams**

Microsoft Word

A word-processing program that allows users to create various types of documents such as letters, reports, and brochures.

▶ Learn more about **Microsoft Word**

Microsoft PowerPoint

A software application that allows users to create and show slides to support a presentation. Users can add text, data, and other visual components to presentation slides.

▶ Learn more about **Microsoft PowerPoint**

Microsoft Excel

A spreadsheet program that allows users to create grids of text, numbers, and formulas to succinctly present fiscal data and results.

▶ Learn more about **Microsoft Excel**

Microsoft OneNote

A digital notebook organizer that allows users to take notes and sync them across all devices.

To get started with OneNote:

1. **Navigation**: Open the OneNote application to display your notebook's hierarchy, to switch between pages, sections, and notebooks or to create and organize sections, pages, and notebooks. Click on the button again to hide the navigation panes and return to your current page.
2. **Search**: An entry point to search for keywords and phrases in specific places in your notes, or across all of your notebooks.
3. **Recent Notes**: It displays a chronological list of pages that you've recently viewed or edited, as well as the sections and notebook they're found in.

Microsoft 365: Business Subscription Plans

Office 365 Essentials ($5.00 user/month)

▶ Web and mobile versions of Office apps ONLY (desktop versions of Office apps not included)
▶ Services included: Exchange, OneDrive, SharePoint, Teams
▶ File storage & sharing, 24/7 Microsoft support
▶ Email & calendaring
▶ Online meetings and video calls for up to 250 people (Teams)

Office 365 Business ($8.25 user/month)

▶ Office apps included: Outlook, Word, Excel, PowerPoint, Publisher (PC only), Access (PC only)
▶ Services included: OneDrive
▶ Desktop, web, and mobile versions of Office apps for PC & Mac
▶ File storage & sharing, 24/7 Microsoft support
▶ *Business email not included

Office 365 Business Premium ($12.50 user/month)

▶ Office apps included: Outlook, Word, Excel, PowerPoint, Publisher (PC only), Access (PC only)
▶ Services included: Exchange, OneDrive, SharePoint, Teams
▶ Desktop, web, and mobile versions of Office apps for PC & Mac
▶ File storage & sharing, 24/7 Microsoft support
▶ Email & calendaring
▶ Online meetings and video calls for up to 250 people (Teams)

Messaging

Slack

How to create a Slack account

1. On your computer, go to **slack.com**
2. On the homepage, enter your email address and then click **GET STARTED**.
3. You will be prompted to a new page — If your organization already has a Slack workplace, click **MY TEAM IS ON SLACK**. If your organization does not already have a Slack workspace, click **MY TEAM ISN'T USING SLACK YET**.
4. Follow the on-screen instructions to complete account creation.

How to edit/update your profile

1. From your computer, click your **WORKSPACE NAME** in the top left corner.
2. Select **PROFILE & ACCOUNT** to open your profile.
3. Click **EDIT PROFILE**
4. Edit your profile, then click **SAVE CHANGES**.

Work in channels

- In Slack, teamwork and communication happen in channels. A channel is a single place for a team to share messages, tools, and files.
- They can be organized by team, project, or whatever else is relevant to you.
- Team members can join and leave channels as needed.
- Threads allow for focused and organized side conversations within channels

How to create a channel

1. Click the **PLUS ICON** next to **CHANNELS** in the left sidebar.
2. Enter a **CHANNEL NAME**. If you see the option to choose a channel prefix, you can select one from the drop-down menu. Channel names must be lowercase, without spaces or periods, and shorter than 80 characters.
3. Add a description to let others know what the channel is about.
4. Use toggle to make the channel public or private.
5. When you're ready, click **CREATE CHANNEL**.
6. Add others to the channel: start typing a name, then select it from the drop-down menu to add that person. You can also add members later on.

How to join a channel

1. Select **CHANNELS** in the left sidebar to open the channel browser.
2. Click **PREVIEW** to view a channel's contents.
3. To join, click **JOIN CHANNEL** or press the **ENTER** button on your computer.

How to set a channel topic or description

1. At the top of the channel, use your mouse or trackpad to hover over the current topic.
2. Click the topic to edit it.
3. Enter your new topic.
4. Press **ENTER** to submit the new topic, or **ESC** to cancel.

How to rename a channel

1. Open the channel you'd like to rename.
2. Click the **GEAR ICON** to open the **CHANNEL SETTINGS** menu.
3. Select **ADDITIONAL OPTIONS**.
4. Click **RENAME THIS CHANNEL**.
5. Enter a new name, then click **RENAME CHANNEL**.

How to convert a channel to private

1. From your desktop, **OPEN THE CHANNEL** you'd like to make private.
2. Click the **GEAR ICON** in the top right.
3. Select **ADDITIONAL OPTIONS** from the menu.
4. Choose **CHANGE TO A PRIVATE CHANNEL**. If you don't see the option to convert the channel, reach out to an Owner or Admin for help.
5. Click **CHANGE TO PRIVATE** to confirm. A message will be posted in the channel to let members know it's been converted.

How to convert a group direct message to a private channel

1. From your desktop, click the **GEAR ICON** in the top right.
2. From the menu, select **CONVERT TO PRIVATE CHANNEL**.
3. To confirm, click **YES, CONTINUE**.
4. **ENTER A NAME** for the new channel.
5. Click **CONVERT TO A PRIVATE CHANNEL**.

How to add people to a channel

1. Open the channel you'd like to add someone to.
2. At the top of the screen, click the **GEAR ICON** to open the **CONVERSATION SETTINGS** menu.
3. Select **ADD PEOPLE TO CHANNEL**.
4. If you're adding someone to a private channel, select either **ADD TO [CHANNEL NAME]**, or **CREATE A NEW CHANNEL**.
   - To read more about this click **here**
5. Search for and select the members you'd like to add. If you're on a paid plan, you can also search for and select a user group name.
6. When you're done, click **ADD**.

How to remove people from a channel

Quickly remove someone from a channel by using a slash command.

1. Type **/REMOVE @MEMBER** into the message input field of a channel.
2. Press **ENTER** or click **SEND**.
3. Click **YES, REMOVE THEM**

From the member list

1. Below the channel name, click the **VIEW MEMBER LIST** icon.
2. From the members list in the right sidebar, find the person you want to remove and click on their name.
3. Select **REMOVE FROM #CHANNEL**.
4. Click **YES, REMOVE THEM** to confirm. Slackbot will notify the member they were removed.

How to send messages

1. Type your message in the message field.
2. Press **ENTER** to send.

How to share a message

1. On your desktop, hover over the message you'd like to the share and click the **SHARE MESSAGE** icon on the right.
2. Use the drop-down menu to choose where you'd like to share the message, and add a note if you'd like.
3. Click **SHARE** to see the message expand.

How to mention someone in a message

1. Type the **@** symbol followed by a member's full name or display name. This will give you a narrowed down list of members to choose.
2. When you find the member you want to mention, use ↑ and ↓ to move to your selection and press **ENTER**.

File storage and sharing

When you upload a file to a channel or direct message, it will be stored in Slack. All PDFs, documents, images, screenshots, and audio and video files uploaded to a channel or direct message count toward the file storage limit. The amount of space available for a workspace varies by plan.

How to add files to Slack

1. Drag and drop up to 10 files into Slack, or click the **PAPER CLIP** icon next to the message field.
2. Add a message about the file(s) if you'd like.
3. To change a file's name, click **EDIT** below the file name.
4. Below **SHARE WITH**, choose where to share the file. To share a file later, or to keep it private, uncheck the box next to **SHARE WITH**.
5. Click **UPLOAD** when you're ready.

How to delete a file you've added

1. Click the **MORE ITEMS** icon in the top right.
2. Select **YOUR FILES**.
3. Locate and choose the file you'd like to delete.
4. Click the **THREE DOTS** icon and select **DELETE FILE FROM SLACK**.
5. To confirm, click **YES, DELETE THIS FILE**.

How to share a file in a message

1. If you want to share the original message with the file, hover over the message you'd like to share. If you want to share the stand-alone file, hover over just the file.
2. Click the **SHARE** icon.
3. Choose where to share the file and add a message, if you'd like.
4. Click **SHARE**.

How to share links and set preview preferences

Copy and paste the URL into the message field and send. Most links will automatically expand to show a preview of the web page.

▶ For additional resources and guidance on how to use Slack features, click **here**.

Google Hangouts Chat

How to start a conversation

1. On your computer, go to **hangouts.google.com** or open Hangouts in Gmail. If you have the Hangouts Chrome extension, Hangouts will open in a new window.

2. At the top, click **NEW CONVERSATION**.
3. Enter and select a name or email address.

4. Type your message. You can also add emojis and photos.
5. On your keyboard, press **ENTER**.